Human Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
Human Services	7 1	2,057 1,062	8 1	2,072 1,064
Customer Company Total	7 1	2,057 1,062	8 1	2,072 1,064

Human Services

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	High	Low	Medium	MIR Total
Human Services	7 0	2,057 88	8 0	2,072 88
Customer Company Total	7 0	2,057 88	8 0	2,072 88

Human Services

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	High	Low	Medium	ATTIR Total
Human Services	7 0.17	2,057 0.25	8 0.26	2,072 0.25
Customer Company Total	7 0.17	2,057 0.25	8 0.26	2,072 0.25

Human Services

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Human Services	7	2,057	8	2,072
	1	84	0	85
Customer Company Total	7	2,057	8	2,072
	1	84	0	85

Human Services

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

| | **Top Number - Total Incidents** | | | |
| | **Bottom Number - Average time in hours** | | | |
Customer Company	**High**	**Low**	**Medium**	**ATTR Total**
Human Services	7	2,057	8	2,072
	1.29	1.19	0.42	1.19
Customer Company Total	7	2,057	8	2,072
	1.29	1.19	0.42	1.19

Human Services

Detail

INC000000306677	Bart Mason	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.04
Application Services	Martin Gonzalez	Human Services		Low	Closed	TTR Missed: No	TTR:	5.85
INC000000312352	Jerna Watson	Network	Error	None	TIR Missed: No	TIR:	0.39
Metro B Desktop Support	Tom Hanson	Human Services		Low	Closed	TTR Missed: Yes	TTR:	24.11
INC000000312732	Yanoula Dounias	Network	Performance	None	TIR Missed: No	TIR:	0.97
Campus Networking	Charmaine Malan	Human Services		Low	Closed	TTR Missed: No	TTR:	1.02
INC000000315410	Eric Jaehne	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Lori Hartzell	Human Services		Low	Closed	TTR Missed: No	TTR:	
INC000000315580	Kerry Fannin	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.70
Application Services	Martin Gonzalez	Human Services		Low	Closed	TTR Missed: Yes	TTR:	6.91
INC000000315899	Rebecca Monsen	Application	Error	SAFE	TIR Missed: No	TIR:	0.26
Metro B Desktop Support	Tom Hanson	Human Services		Low	Closed	TTR Missed: Yes	TTR:	26.55
INC000000316756	Marilee Greenland	PC/Laptop	Hardware	None	TIR Missed: Yes	TIR:	28.10
Metro B Desktop Support	Austin Farey	Human Services		Low	Closed	TTR Missed: Yes	TTR:	101.36
INC000000317793	Kristin Urry	Mobile Devices	Error	BlackBerry Configuration	TIR Missed: No	TIR:	0.43
Help Desk	Eileen Dubach	Human Services		Low	Closed	TTR Missed: No	TTR:	0.54
INC000000318959	Randy L Anderson	Application	None	Microsoft Office Professional 20	TIR Missed: No	TIR:	0.10
Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000319581	Natalie Sheppard	Network	Error	None	TIR Missed: No	TIR:	0.00
Application Services	Tony Larsen	Human Services		Low	Closed	TTR Missed: Yes	TTR:	75.17
INC000000320036	Mindy Kelsey	None	None	None	TIR Missed: Yes	TIR:	1.69
Metro B Desktop Support	Jay Locker	Human Services		Low	Closed	TTR Missed: No	TTR:	5.62
INC000000320043	Joanne Shugart	Wireless Connectivity	Error	None	TIR Missed: No	TIR:	0.99
Network Operations	J. L. Flack	Human Services		Low	Closed	TTR Missed: No	TTR:	1.14
INC000000320285	Dan Barrett	None	None	None	TIR Missed: Yes	TIR:	1.93
Metro B Desktop Support	Jay Locker	Human Services		Low	Closed	TTR Missed: No	TTR:	3.98
INC000000320306	Lora Ulugalu	Application	Error	None	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Lori Hartzell	Human Services		Low	Closed	TTR Missed: No	TTR:	
INC000000320559	Linda Murray	PC/Laptop	Password	PGP	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jay Barfuss	Human Services		Low	Closed	TTR Missed: No	TTR:	1.67
INC000000320560	Julienne Rhees	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Cindy Reed	Human Services		Low	Closed	TTR Missed: Yes	TTR:	32.17

Enterprise Incident Report June 2011
As of 7/5/2011

Human Services

INC000000320765	Scott Abeyta	Application	None	Novell GroupWise	TIR Missed: No	TIR: 0.06
Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: Yes	TTR: 12.98
INC000000320854	Bryan Clark	Application	Error	Novell GroupWise	TIR Missed: Yes	TIR: 4.36
Metro D North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	TTR: 4.36
INC000000321240	Colette Newell	None	None	None	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: Yes	TTR: 9.39
INC000000321618	Julienne Rhees	Application	None	Adobe Acrobat	TIR Missed: No	TIR: 0.19
Metro D North Desktop Support	Neil Smedley	Human Services	Low	Closed	TTR Missed: No	TTR: 0.29
INC000000321825	Sharon Timmons	Application	Reporting	None	TIR Missed: No	TIR: 0.10
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.10
INC000000321845	Donna Jordan	Application	Reporting	None	TIR Missed: No	TIR: 0.07
Metro D North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	TTR: 1.27
INC000000322172	Saraemila Alofipo	Application	Password	Utah Master Directory	TIR Missed: No	TIR: 0.44
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	TTR: 0.57
INC000000322181	Holly Martinez	None	None	None	TIR Missed: No	TIR: 0.66
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.83
INC000000322203	Riley Nelson	Application	Password	Utah Master Directory	TIR Missed: No	TIR: 1.00
Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	TTR: 1.00
INC000000322307	Lisa Sorensen	PC/Laptop	Performance	ZENworks for Desktops	TIR Missed: No	TIR: 0.44
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.65
INC000000322357	Chris Wride	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR: 0.21
Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	TTR: 4.31
INC000000322519	Narine Aleksanyan	Network	None	ZENworks for Desktops	TIR Missed: No	TIR: 0.05
Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed: Yes	TTR: 7.01
INC000000322568	Catherine Taylor	PC/Laptop	None	None	TIR Missed: No	TIR: 0.02
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: Yes	TTR: 8.36
INC000000322576	Mark Brasher	Application	None	None	TIR Missed: Yes	TIR: 1.91
Metro D North Desktop Support	Kelly Warren	Human Services	Low	Resolved	TTR Missed: No	TTR: 4.22
INC000000322589	Christina Boddy	Application	None	Cisco AnyConnect VPN Client	TIR Missed: Yes	TIR: 1.85
Network Operations	Dave Bodily	Human Services	Low	Closed	TTR Missed: Yes	TTR: 44.47
INC000000322731	Marsha Collings	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.29
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.32
INC000000322748	Ken Matheson	None	None	None	TIR Missed: No	TIR: 0.00
Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: No	TTR:

Human Services

INC000000322754	Gina Stubbs	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.15
Voice/Data/WAN Services	Art Scott	Human Services		Low	Closed	TTR Missed: No	TTR:	1.16
INC000000322781	Rick H Hansen	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR:	6.53
Metro B Desktop Support	Annice Valdez	Human Services		Low	Closed	TTR Missed: Yes	TTR:	11.31
INC000000322883	Mary Lou Warner	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR:	0.08
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	TTR:	0.21
INC000000322887	Julia Xanthos	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR:	0.20
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	TTR:	0.25
INC000000322947	Scott Buys	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.18
Help Desk	Brenda Treadway	Human Services		Low	Closed	TTR Missed: No	TTR:	0.21
INC000000322988	Doug Stone	Application	None	ZENworks for Desktops		TIR Missed: No	TIR:	0.03
Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed: No	TTR:	4.57
INC000000323027	Cindy Draper	PC/Laptop	Error	Cisco AnyConnect VPN Client		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Troy Morris	Human Services		Low	Closed	TTR Missed: No	TTR:	2.69
INC000000323040	Diane Hannah	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.01
Metro B Desktop Support	Cindy Reed	Human Services		Low	Closed	TTR Missed: No	TTR:	0.77
INC000000323073	Cyndi Cox	Telecom	None	None		TIR Missed: No	TIR:	0.36
Voice Operations	Annette Nielsen	Human Services		Low	Closed	TTR Missed: No	TTR:	0.75
INC000000323196	Christy Van Buskirk	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.24
Metro B Desktop Support	Cindy Reed	Human Services		Low	Closed	TTR Missed: Yes	TTR:	9.71
INC000000323244	Janet Froelich	Application	Error	Office of Recovery Services Info		TIR Missed: No	TIR:	0.33
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	TTR:	0.78
INC000000323264	Sharon R Harris	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	TTR:	0.08
INC000000323265	Richard Rawle	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	TTR:	0.16
INC000000323266	Kendall Johnson	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	TTR:	0.01
INC000000323267	Valene Gibbs	Application	None	RSA SecurID Software Token		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000323268	Traci Jones	None	None	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000323279	Grant Powell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway	Human Services		Low	Closed	TTR Missed: No	TTR:	0.00

Human Services

INC Number	Name	Type	Category	Product	TIR Missed	TIR
INC000000323282	Jocelyn Terrill	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000323296	Erik Holdaway	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.06
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.10
INC000000323313	Rafawn Rogers	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro D Help Desk	Jed Patrick	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000323356	Tristine Toyn	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro D Help Desk	Jed Patrick	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000323359	Angela Bleggi	Application	Password	PGP	TIR Missed: No	TIR: 0.00
Metro D Help Desk	Doug Brown	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000323365	Gloria Ruiz	None	None	None	TIR Missed: No	TIR: 0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000323379	Analisa Butterfield	Application	Error	SAFE	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Colin Bodkin	Human Services	Low	Closed	TTR Missed: No	TTR: 0.23
INC000000323389	Tyler Colby	Application	Error	SAFE	TIR Missed: No	TIR: 0.00
Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000323403	Clarice Garcia	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.07
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR: 0.18
INC000000323413	Janet Froelich	Application	Error	RSA SecurID Software Token	TIR Missed: No	TIR: 0.04
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.20
INC000000323439	Tanya Schmidt	None	None	None	TIR Missed: No	TIR: 0.00
Metro D Help Desk	Jed Patrick	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000323445	Fisi Moleni	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.15
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.23
INC000000323446	Lindsay Gonzalez	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.00
Metro D Help Desk	Doug Brown	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000323449	Tanya Schmidt	Application	Error	None	TIR Missed: No	TIR: 0.20
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.51
INC000000323454	Nickie Stocks	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000323458	Kym Wilson	Application	Reporting	SAFE	TIR Missed: No	TIR: 0.13
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR: 1.11
INC000000323459	Erin Liming	Application	Error	Utah Statewide Immunization In	TIR Missed: Yes	TIR: 15.07
USIIS Tech Support	Yukiko Yoneoka	Human Services	Low	Closed	TTR Missed: Yes	TTR: 16.30

Human Services

INC000000323468	Cynthia Aposhian	Mainframe	Error	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000323472	Paul Cloward	Network	Incident	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000323481	Kathryn Holt	Application	Error	None		TIR Missed: No	TIR:	0.17
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.23
INC000000323486	Scott Olsen	None	None	BlueZone		TIR Missed: No	TIR:	0.00
	Metro C Help Desk	Chuck Wilson	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000323494	Holly Watson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.13
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.23
INC000000323518	Sheryl St Clair	Network	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	TTR:	2.12
INC000000323523	Hope Bytheway	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	TIR:	0.21
	Voice Operations	Annette Nielsen	Human Services	Low	Closed	TTR Missed: No	TTR:	0.32
INC000000323541	Nicole Nielsen	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: Yes	TIR:	22.35
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed: Yes	TTR:	62.11
INC000000323548	Kelly Richards	Telecom	Feature	Telephone		TIR Missed: Yes	TIR:	1.26
	Voice Operations	Julie Sabato	Human Services	Low	Closed	TTR Missed: No	TTR:	2.07
INC000000323552	John Knoche	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.15
	Voice Operations	Annette Nielsen	Human Services	Low	Closed	TTR Missed: No	TTR:	0.23
INC000000323558	Gina Denning	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Duane Hardy	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000323573	Jolene Durrant	None	None	None		TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000323576	Doug Crockett	Mainframe	Error	Unified Social Services Delivery		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.06
INC000000323615	Rodney Cheal	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.09
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.44
INC000000323623	Kelly Richards	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000323627	Jessica M Irwin	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR:	4.65
	Metro B Desktop Support	Tom Hanson	Human Services	Low	Closed	TTR Missed: No	TTR:	5.96
INC000000323635	Margerita Maybee	Telecom	Call Management	Telephone		TIR Missed: Yes	TIR:	1.44
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	TTR:	3.01

Human Services

INC000000323637	Jordan Tusieseina	Application	Password	State Payroll Time Entry System	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000323661	Chelsea Hortt	Application	Password	State Payroll Time Entry System	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000323669	Dirk Murdock	Network	Incident	None	TIR Missed:	No	TIR:	0.09
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.45
INC000000323688	Rochelle T Davis	Mainframe	Error	None	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.02
INC000000323695	Dave Farley	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.52
INC000000323702	Thelma Snow	Application	Reporting	ZENworks for Desktops	TIR Missed:	No	TIR:	0.04
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.42
INC000000323704	Larry Kelly	Application	Password	Utah Master Directory	TIR Missed:	No	TIR:	0.32
Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.32
INC000000323708	Richard Schade	Application	Reporting	Utah Criminal Justice Informatio	TIR Missed:	No	TIR:	0.06
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.26
INC000000323713	Karlene Kjerstin	Network	Incident	None	TIR Missed:	No	TIR:	0.32
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.44
INC000000323723	Chris Metcalf	PC/Laptop	Error	None	TIR Missed:	No	TIR:	0.29
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.64
INC000000323724	Jann Nishimoto	Network	Virus	None	TIR Missed:	No	TIR:	0.17
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.81
INC000000323739	Valyn Pace	Network	Password	None	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.03
INC000000323747	Thelma Snow	Application	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000323759	Stella Andes	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed:	No	TTR:	4.73
INC000000323762	Joni Lance	Network	None	None	TIR Missed:	No	TIR:	0.09
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed:	No	TTR:	2.51
INC000000323767	Deanne Evans	Application	Error	None	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.03
INC000000323780	A Sue Taylor	Network	Error	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00

Human Services

INC000000323782	Carolyn Barrett	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.08
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	TTR:	1.15
INC000000323788	Deborah O'Dell	Remote Connectivity	Error	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	TTR:	0.87
INC000000323789	Eva Clarke	Application	None	Internet Explorer		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	TTR:	0.12
INC000000323805	Chris Wride	Application	Error	RSA SecurID Software Token		TIR Missed: No	TIR:	0.09
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	TTR:	0.16
INC000000323808	Jason Haber	PC/Laptop	Performance	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ryan Casey	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000323809	Mary Burgener	Application	None	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	TTR:	0.07
INC000000323812	Andrea Frandsen	Application	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed		TTR Missed: No	TTR:	0.27
INC000000323813	Bethany Votroubek	Application	Error	SAFE		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ryan Casey	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000323826	Amberlee Davis	Application	Error	SAFE		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ryan Casey	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000323831	Jody Eby	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.08
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	TTR:	0.10
INC000000323860	Julia Xanthos	Application	Reporting	None		TIR Missed: No	TIR:	0.06
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	TTR:	0.45
INC000000323879	Jennifer Oxborrow	PC/Laptop	Error	PGP		TIR Missed: No	TIR:	0.20
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	TTR:	0.88
INC000000323880	Toni Mortensen	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.00
Metro C Help Desk	Chuck Wilson	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000323881	Tami Rivera	Application	Reporting	Microsoft Word		TIR Missed: No	TIR:	0.30
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	TTR:	0.52
INC000000323911	Lindsay Hewitt	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000323930	Jann Nishimoto	PC/Laptop	Virus	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.24
Metro A Desktop Support	Mike Wilde	Human Services	Low	Closed		TTR Missed: No	TTR:	2.57
INC000000323943	Chuck Bruder	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Tom Hanson	Human Services	Low	Closed		TTR Missed: No	TTR:	1.82

Human Services

INC000000323966	Angela Robbins	Network	Incident	None		TIR Missed: No	TIR:	0.28
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.36
INC000000323970	Rick Hendy	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.16
INC000000323971	Julia K Johnson	Network	Incident	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000323972	Brent Shaw	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro C Help Desk		Reed Stohel	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000323984	Heidi Tuttle	None	None	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support		Robert Case	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000323986	Liz Wing	None	None	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
Metro C Help Desk		Chuck Wilson	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000323990	Patricia Graff	Application	Reporting	State Payroll Time Entry System		TIR Missed: No	TIR:	0.08
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	1.05
INC000000323994	Caron Hacker	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR:	0.16
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.36
INC000000323997	Kathy Tontlewicz	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	TIR:	3.24
Metro B Desktop Support		Michael Barth	Human Services	Low	Closed	TTR Missed: No	TTR:	3.24
INC000000324003	Cheryl Dubach	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro D Help Desk		John Robinson	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000324008	Adam Dover	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support		Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000324016	Gladys Davis	Application	Error	DB2 Query Management Facility		TIR Missed: No	TIR:	0.00
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000324020	Corvin Bergstrom	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro D Help Desk		John Robinson	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000324025	Larry Kelly	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.00
Metro C Help Desk		Reed Stohel	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000324031	Carmen Green	Application	Password	None		TIR Missed: No	TIR:	0.38
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.77
INC000000324046	Heather Casutt	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR:	0.31
INC000000324047	Joseph V Cook	Application	Error	Novell GroupWise 32-bit Window		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support		John Donaldson	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00

Human Services

Incident	Name	Category	Type	Item		TIR Missed	TIR
INC000000324056	Julie Taylor	Application	Password	None		No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000324060	Patricia Graff	PC/Laptop	Performance	None		Yes	2.40
	Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: No	TTR: 2.40
INC000000324065	Rafawn Rogers	Application	Error	Novell GroupWise 32-bit Windo		No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000324066	Frank Garcia	Application	Error	None		No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR: 0.19
INC000000324074	Renae Holland	Application	Error	Novell GroupWise 32-bit Windo		No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000324081	Josette Harding	Application	Error	Novell GroupWise 32-bit Windo		No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000324090	Kevin Moore	Application	Error	Novell GroupWise 32-bit Windo		No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000324105	Michael Raddatz	Telecom	Voice Mail	Telephone		No	0.12
	Voice Operations	Kelly Johnson	Human Services	Low	Closed	TTR Missed: No	TTR: 0.21
INC000000324106	Jody Eby	Application	Reporting	Novell GroupWise		No	0.18
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.22
INC000000324115	Vedrana Ilic	Network	Password	Citrix ICA Client		No	0.06
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR: 0.15
INC000000324127	Darin Black	Network	Password	Novell Client for 32-bit Windows		No	0.06
	Rural South Desktop Support	Cheri Oldham	Human Services	Low	Closed	TTR Missed: No	TTR: 1.05
INC000000324155	Penny Stewart	PC/Laptop	None	None		No	0.07
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.21
INC000000324162	Sandy Gibson	None	None	Office of Recovery Services Infc		No	0.55
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR: 0.55
INC000000324225	Bret Hardy	None	None	None		No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000324232	Bret Hardy	Network	Password	None		No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000324233	Joseph Williams	Application	Error	Novell GroupWise 32-bit Windo		No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000324240	Royene Bate	PC/Laptop	Hardware	None		No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00

Human Services

INC000000324241	Judy Hammer	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.57
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.57
INC000000324243	Jim Van Zant	Application	Error	Novell GroupWise 32-bit Windov	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000324247	Rafawn Rogers	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000324249	Josette Harding	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000324252	Vicky Wallace	Application	Error	None	TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	TTR:	5.17
INC000000324255	Claire Mantonya	None	None	None	TIR Missed: No	TIR:	0.27
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	1.27
INC000000324278	Alta Lee	Application	Password	Utah Master Directory	TIR Missed: No	TIR:	0.00
Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000324294	Stacey Boyd	Application	Error	None	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000324298	Eva Clarke	Application	Error	Adobe Acrobat	TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	TTR:	4.92
INC000000324307	Shirley Owen	Application	Reporting	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.31
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.48
INC000000324325	Christina Boddy	Application	None	PGP	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000324344	Vicky Hatch Kaufmann	Application	Reporting	Citrix ICA Client	TIR Missed: No	TIR:	0.07
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.12
INC000000324345	Bronson Black	None	None	None	TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000324346	Susie Prince	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.46
INC000000324353	Rafawn Rogers	Server	Performance	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000324364	Sandy Gibson	None	None	Office of Recovery Services Infc	TIR Missed: No	TIR:	0.20
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.51
INC000000324371	Clarice Garcia	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00

Human Services

Incident	Name	Category	Type	Item	Priority	Status	TIR Missed		TIR	
INC000000324375	Kaylee Dimick	Network	Password	None			TIR Missed: No		TIR:	0.00
	Metro D North Desktop Support	Lori Hartzell	Human Services		Low	Closed	TTR Missed: No		TTR:	
INC000000324376	Rita Brooks	Network	Error	Novell Client for 32-bit Windows			TIR Missed: No		TIR:	0.10
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No		TTR:	0.67
INC000000324381	Mike Worley	PC/Laptop	Performance	None			TIR Missed: No		TIR:	0.00
	Help Desk	Vicky Marrelli	Human Services		Low	Closed	TTR Missed: No		TTR:	0.00
INC000000324388	Leeann Robinson	None	None	RSA SecurID Software Token			TIR Missed: No		TIR:	1.00
	Metro B Desktop Support	Jay Locker	Human Services		Low	Closed	TTR Missed: No		TTR:	1.37
INC000000324397	Alice Garceau	Application	Password	Utah Master Directory			TIR Missed: No		TIR:	0.21
	Help Desk	Vicky Marrelli	Human Services		Low	Closed	TTR Missed: No		TTR:	0.87
INC000000324400	LuAnne Endres	Application	Error	SAFE			TIR Missed: No		TIR:	0.03
	Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No		TTR:	0.24
INC000000324402	Alicia Anderson	None	None	None			TIR Missed: No		TIR:	0.00
	Metro D Help Desk	Jed Patrick	Human Services		Low	Closed	TTR Missed: No		TTR:	0.00
INC000000324411	Alicia Anderson	Telecom	Feature	None			TIR Missed: No		TIR:	0.24
	Voice Operations	Annette Nielsen	Human Services		Low	Closed	TTR Missed: No		TTR:	0.24
INC000000324412	Linda Manning	None	None	None			TIR Missed: No		TIR:	0.00
	Metro D Help Desk	Doug Brown	Human Services		Low	Closed	TTR Missed: No		TTR:	0.00
INC000000324425	Ray Winger	Network	None	None			TIR Missed: No		TIR:	0.00
	Metro C Help Desk	Reed Stohel	Human Services		Low	Closed	TTR Missed: No		TTR:	0.00
INC000000324434	Carly Echols	Network	Incident	None			TIR Missed: No		TIR:	0.35
	Network Operations	J. L. Flack	Human Services		High	Closed	TTR Missed: No		TTR:	0.60
INC000000324440	Abigail Levi	Network	Incident	None			TIR Missed: No		TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No		TTR:	0.00
INC000000324446	Judy A Hansen	PC/Laptop	None	None			TIR Missed: No		TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services		Low	Closed	TTR Missed: No		TTR:	0.98
INC000000324451	Karma J Belcher	Application	Reporting	None			TIR Missed: No		TIR:	0.06
	Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed: Yes		TTR:	6.63
INC000000324455	Tonya Lundahl	Application	None	Novell GroupWise			TIR Missed: No		TIR:	0.14
	Metro C Desktop Support	Troy Buchanan	Human Services		Low	Closed	TTR Missed: No		TTR:	3.37
INC000000324457	Joseph Peterson	Application	Error	Novell GroupWise 32-bit Window			TIR Missed: No		TIR:	0.00
	Rural Central Desktop Support	John Donaldson	Human Services		Low	Closed	TTR Missed: No		TTR:	0.00
INC000000324464	Lois Dettenmaier	Application	Error	Novell GroupWise 32-bit Window			TIR Missed: No		TIR:	0.00
	Rural Central Desktop Support	John Donaldson	Human Services		Low	Closed	TTR Missed: No		TTR:	0.00

Human Services

INC000000324469	Scott Roudabush	Application	Error	Novell GroupWise 32-bit Windov	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000324473	Benjamin Jensen	PC/Laptop	Hardware	None	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000324475	John MacFarlane	Application	Reporting	Microsoft Access 2007	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.18
INC000000324476	Gregg Julian	Application	Error	None	TIR Missed:	No	TIR:	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000324477	Spencer Schmutz	Application	Error	None	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000324481	Shauna Bradley	Application	Error	Novell GroupWise 32-bit Window	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000324501	Diane Felt	PC/Laptop	None	None	TIR Missed:	No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000324504	Jennifer Oxborrow	Application	None	PGP	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000324516	Gaye Bluemel	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.02
INC000000324518	Gaye Bluemel	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.02
INC000000324529	January Larsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000324558	John Penney	Billing	None	None	TIR Missed:	Yes	TIR:	3.21
Billing	Sara Huff	Human Services	Low	Closed	TTR Missed:	No	TTR:	3.21
INC000000324560	Ben Ukoh-Eke	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro D Help Desk	Doug Brown	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000324574	Deborah Williams	Network	Password	None	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.03
INC000000324579	Jerna Watson	Application	Password	PGP	TIR Missed:	No	TIR:	0.08
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.29
INC000000324586	Brian McIlrath	Application	Password	Citrix ICA Client	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000324589	Amy Hall	Application	Password	None	TIR Missed:	No	TIR:	0.18
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.27

Human Services

INC000000324600	Ray Winger	Application	Password	Citrix ICA Client	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000324605	Alicia Anderson	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.23
Metro D North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	TTR:	2.38
INC000000324617	Kari Smith	Application	Password	DB2 Query Management Facility	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000324620	Leeann Robinson	Application	Password	None	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR:	0.12
INC000000324624	Carmen Green	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000324626	Ed Whiting	Network	Error	None	TIR Missed: No	TIR:	0.16
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.86
INC000000324636	Scott Olsen	Network	Performance	None	TIR Missed: Yes	TIR:	1.27
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	TTR:	1.30
INC000000324678	Justina Flesher	Network	Incident	None	TIR Missed: No	TIR:	0.11
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.37
INC000000324689	Chris Metcalf	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.07
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	TTR:	4.03
INC000000324696	Larry Mendez	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000324702	Aggie Ypina	Mainframe	Error	BlueZone	TIR Missed: No	TIR:	0.08
Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	TTR:	2.81
INC000000324733	Justina Flesher	Network	Incident	None	TIR Missed: No	TIR:	0.06
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000324775	Mike Derbidge	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000324780	Jody Eby	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.34
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.44
INC000000324781	Paula May	Application	Error	Utah Criminal Justice Informatio	TIR Missed: No	TIR:	0.03
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.41
INC000000324803	Scott Adams	Application	Error	SAFE	TIR Missed: No	TIR:	0.10
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	2.79
INC000000324813	Kathy Anderson	Application	Error	None	TIR Missed: No	TIR:	0.26
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR:	1.18

Human Services

Incident	Name	Category	Type	System	TIR Missed	TIR	TTR Missed	TTR
INC000000324814	Jeanine Taylor	Application	Error	Novell GroupWise	No	0.00		
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed		No	0.03
INC000000324852	Kathryn Wright	Network	Error	Novell Client for 32-bit Windows	No	0.00		
	Metro D Help Desk	John Robinson	Human Services	Low	Closed		No	0.00
INC000000324855	Justina Flesher	Network	Incident	None	No	0.04		
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		No	0.07
INC000000324861	Kylie Haws	None	None	Novell GroupWise	No	0.00		
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed		No	0.00
INC000000324865	Tom Medina	Print/Copy/Scan/Fax	Queue	None	No	0.00		
	Help Desk	Brenda Treadway	Human Services	Low	Closed		No	0.00
INC000000324869	Bridget Romney	Network	Password	Novell Client for 32-bit Windows	No	0.00		
	Metro D Help Desk	John Robinson	Human Services	Low	Closed		No	0.45
INC000000324892	Sheryl Thompson	Application	Error	None	No	0.00		
	Help Desk	Vicky Marrelli	Human Services	Low	Closed		No	0.00
INC000000324896	Jeanine Taylor	Application	Error	Novell GroupWise	No	0.00		
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed		No	0.03
INC000000324907	Cloyd Timothy	Application	None	Novell GroupWise	No	0.12		
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed		No	0.41
INC000000324924	Amanda Hemingway	Application	Password	Citrix ICA Client	No	0.17		
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed		No	0.23
INC000000324951	Michelle Moss	Application	Error	Novell GroupWise	No	0.08		
	Application Services	Tony Larsen	Human Services	Low	Resolved		No	1.38
INC000000324970	Jeanne Godfrey	Application	None	Novell GroupWise	No	0.00		
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		No	0.00
INC000000324974	Robert Nieman	Application	Password	Utah Master Directory	No	0.62		
	Help Desk	Vicky Marrelli	Human Services	Low	Closed		No	1.69
INC000000324981	Megan Mcomber	PC/Laptop	None	None	No	0.18		
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed		No	0.48
INC000000324985	Tj Sitake Jr	None	None	Novell GroupWise	No	0.00		
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed		No	0.00
INC000000324990	Todd Powers	None	None	None	No	0.00		
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed		No	0.00
INC000000324993	Stephen Phair	None	None	None	No	0.15		
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed		No	0.17

Human Services

Incident	Name	Category	Type	Item			TIR Missed		TIR	
INC000000324996	Gregory Porter	None	None	None			TIR Missed: No		TIR:	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low		Closed	TTR Missed: No		TTR:	0.00
INC000000324998	Michael Cox	None	None	None			TIR Missed: No		TIR:	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low		Closed	TTR Missed: No		TTR:	0.00
INC000000325001	Reagan Peck	Telecom	Voice Mail	Telephone			TIR Missed: No		TIR:	0.08
	Voice Operations	Lois Schow	Human Services	Low		Closed	TTR Missed: No		TTR:	0.14
INC000000325027	Karin Thorn	Application	None	Citrix ICA Client			TIR Missed: No		TIR:	0.22
	Metro B Help Desk	Val Shepherd	Human Services	Low		Closed	TTR Missed: No		TTR:	0.23
INC000000325028	Catherine Taylor	Print/Copy/Scan/Fax	Error Code	None			TIR Missed: Yes		TIR:	1.02
	Metro B Desktop Support	Jay Locker	Human Services	Low		Closed	TTR Missed: No		TTR:	1.30
INC000000325029	Pat Peterson	Application	Error	SAFE			TIR Missed: No		TIR:	0.10
	Metro B Help Desk	Gary Graham	Human Services	Low		Closed	TTR Missed: No		TTR:	0.30
INC000000325031	Maxine Plewe	Application	Password	Citrix ICA Client			TIR Missed: No		TIR:	0.12
	Metro B Help Desk	Val Shepherd	Human Services	Low		Closed	TTR Missed: No		TTR:	0.68
INC000000325045	Cristy Davis	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No		TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low		Closed	TTR Missed: No		TTR:	0.00
INC000000325073	Leeann Robinson	None	None	None			TIR Missed: No		TIR:	0.00
	Operations Production Control	Duane Hardy	Human Services	Low		Closed	TTR Missed: No		TTR:	0.00
INC000000325075	Sheryl St Clair	None	None	None			TIR Missed: No		TIR:	0.00
	Metro D Help Desk	Jed Patrick	Human Services	Low		Closed	TTR Missed: No		TTR:	0.00
INC000000325080	Cristy Davis	Mainframe	Password	BlueZone			TIR Missed: No		TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low		Closed	TTR Missed: No		TTR:	0.00
INC000000325083	Stephanie Higbee	Application	None	Novell GroupWise			TIR Missed: No		TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low		Closed	TTR Missed: No		TTR:	0.00
INC000000325130	Becky Gallegos	None	None	None			TIR Missed: No		TIR:	0.00
	Metro D Help Desk	Jed Patrick	Human Services	Low		Closed	TTR Missed: No		TTR:	0.00
INC000000325162	Arthur Hobbs	PC/Laptop	Performance	Microsoft Windows XP Professio			TIR Missed: No		TIR:	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low		Closed	TTR Missed: No		TTR:	0.00
INC000000325163	Eneleata Harrington	None	None	None			TIR Missed: No		TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low		Closed	TTR Missed: No		TTR:	0.00
INC000000325174	Lindsey Shumway	Application	Password	PGP			TIR Missed: No		TIR:	0.00
	Help Desk	Vicky Marrelli	Human Services	Low		Closed	TTR Missed: No		TTR:	0.00
INC000000325176	Nicole Nielsen	Application	Password	Novell Client for 32-bit Windows			TIR Missed: No		TIR:	0.00
	Help Desk	Vicky Marrelli	Human Services	Low		Closed	TTR Missed: No		TTR:	0.00

Human Services

| INC000000325177 | Nicole Nielsen | Application | Password | Citrix ICA Client | TIR Missed: No | TIR: | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000325181 | Raigan Steele | PC/Laptop | Error | None | TIR Missed: No | TIR: | 0.00 |
| | Help Desk | Vicky Marrelli | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000325187 | Jennifer Peterson | Application | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Help Desk | Vicky Marrelli | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000325199 | Dave Farley | Application | Error | ZENworks for Desktops | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Closed | TTR Missed: No | TTR: | 1.93 |

| INC000000325204 | Holly Gallier | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000325205 | Julia Xanthos | Application | Error | SAFE | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000325209 | London Robert | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Closed | TTR Missed: No | TTR: | 1.95 |

| INC000000325216 | David Gooda | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000325244 | Fisi Moleni | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000325245 | Nathan Pierce | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000325246 | Rachael Beddoes | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro B Hosting | Paul Seager | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000325247 | Nicole Pay | None | None | None | TIR Missed: No | TIR: | 0.69 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Closed | TTR Missed: No | TTR: | 1.97 |

| INC000000325248 | Ralph Colosimo | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000325249 | John Marsh | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Voice Operations | Annette Nielsen | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000325250 | John Marsh | Telecom | None | None | TIR Missed: No | TIR: | 0.00 |
| | Voice Operations | Julie Sabato | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000325251 | Ryan De Roque | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro B Hosting | Paul Seager | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000325260 | Cami Wright | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro B Hosting | Paul Seager | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

Human Services

INC000000325262	Sonja Nordstrom	None	None	None		TIR Missed: No	TIR:	0.00
Metro B Hosting	Paul Seager	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000325265	Mieshell Tanner	None	None	None		TIR Missed: No	TIR:	0.00
Metro B Hosting	Paul Seager	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000325270	Ernest Cuatto	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000325271	Douglas Benson	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000325272	Angie Romero	Mainframe	Password	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000325273	Beth Oliver	Application	None	Microsoft Office Professional 20		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Michael Barth	Human Services	Low	Closed		TTR Missed: Yes	TTR:	44.00
INC000000325275	Rick Platt	Application	None	Microsoft Office Professional 20		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Tom Hanson	Human Services	Low	Closed		TTR Missed: Yes	TTR:	6.86
INC000000325281	Lorena peterson	None	None	None		TIR Missed: No	TIR:	0.11
Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed		TTR Missed: No	TTR:	0.77
INC000000325282	Lorena peterson	None	None	None		TIR Missed: No	TIR:	0.00
Metro B Hosting	Paul Seager	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000325289	Jeanne Godfrey	Application	Password	Citrix ICA Client		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000325304	Sandi Valdez	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.91
Metro B Desktop Support	Jay Locker	Human Services	Low	Closed		TTR Missed: No	TTR:	1.60
INC000000325312	Edith Martinez	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	TTR:	0.44
INC000000325313	Tausoa Snead	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000325330	Gaylene Thomas	PC/Laptop	Hardware	Microsoft Windows XP Professio		TIR Missed: No	TIR:	0.32
Metro C Desktop Support	Ken Knobel	Human Services	Low	Closed		TTR Missed: Yes	TTR:	7.63
INC000000325334	Ericka Turner	None	None	None		TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000325337	Mallory Parry	Application	Password	Citrix ICA Client		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000325340	Michael Styles	Application	Error	Proofpoint Email Security		TIR Missed: No	TIR:	0.31
Application Services	Martin Gonzalez	Human Services	Low	Closed		TTR Missed: No	TTR:	0.52

Human Services

INC000000325344	Diane Hannah	Application	None	SAFE	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.29
INC000000325346	Janell Pugh	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000325350	Dan Chatterton	Application	Error	SAFE	TIR Missed: No	TIR:	0.04
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.38
INC000000325351	Jody Eby	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.04
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.14
INC000000325352	Brandon Ercanbrack	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000325356	Barry Richards	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.02
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR:	0.10
INC000000325364	Kimberly Saxton	Application	Error	Microsoft Access	TIR Missed: No	TIR:	0.09
Metro B Hosting	James Gramse	Human Services	Low	Closed	TTR Missed: No	TTR:	1.86
INC000000325373	Kelli Karpakis	None	None	Utah Criminal Justice Informatio	TIR Missed: No	TIR:	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000325375	Arlene Call	PC/Laptop	Password	None	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR:	0.14
INC000000325385	Joanne Shugart	None	None	None	TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: Yes	TTR:	15.28
INC000000325386	Lindsey Shumway	Application	Error	PGP	TIR Missed: No	TIR:	0.08
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.44
INC000000325389	Julie Williams	Mainframe	Password	BlueZone	TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000325396	Brian Koralewski	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000325397	Calleen Chivers	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000325414	Jim Bright	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.75
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	1.75
INC000000325416	Karen Fronk	Application	Error	SAFE	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000325420	Jeanne Godfrey	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00

Human Services

| INC000000325428 | Tammy Petrowski | Application | Error | PGP | TIR Missed: | No | TIR: | 0.10 |
| Metro D North Desktop Support | Kim Ratushniak | Human Services | | Low | Closed | TTR Missed: | No | TTR: | 2.49 |

| INC000000325430 | Jill Merritt | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | TIR: | 0.00 |
| Metro D Help Desk | Doug Brown | Human Services | | Low | Closed | TTR Missed: | No | TTR: | 0.00 |

| INC000000325438 | Dawn Hollingsworth | Application | Error | Novell Client for 32-bit Windows | TIR Missed: | No | TIR: | 0.00 |
| Help Desk | Vicky Marrelli | Human Services | | Low | Closed | TTR Missed: | No | TTR: | 0.00 |

| INC000000325441 | Shelly Balderston | Application | Password | Office of Recovery Services Info | TIR Missed: | No | TIR: | 0.13 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: | No | TTR: | 0.28 |

| INC000000325442 | Heidi Erickson | Application | Error | SAFE | TIR Missed: | No | TIR: | 0.16 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: | No | TTR: | 0.43 |

| INC000000325447 | Susie Prince | Network | None | Novell Client for 32-bit Windows | TIR Missed: | No | TIR: | 0.00 |
| Metro B Help Desk | Janet Hongsyvilay | Human Services | | Low | Closed | TTR Missed: | No | TTR: | 0.19 |

| INC000000325455 | Lori Savage | Application | None | Novell GroupWise 32-bit Window | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | Colin Bodkin | Human Services | | Low | Closed | TTR Missed: | No | TTR: | 0.33 |

| INC000000325456 | Christopher Johansen | Print/Copy/Scan/Fax | Error Code | None | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | Jay Barfuss | Human Services | | Low | Closed | TTR Missed: | No | TTR: | 0.06 |

| INC000000325462 | Tammy Ardohain | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | TIR: | 0.00 |
| Help Desk | Brenda Treadway | Human Services | | Low | Closed | TTR Missed: | No | TTR: | 0.00 |

| INC000000325469 | Ronald Tollefson | Print/Copy/Scan/Fax | Error Code | Novell GroupWise | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | Jay Barfuss | Human Services | | Low | Closed | TTR Missed: | No | TTR: | 0.05 |

| INC000000325475 | Tamra Johnson | PC/Laptop | Error | Microsoft Windows XP Professic | TIR Missed: | No | TIR: | 0.00 |
| Rural South Desktop Support | Lance Nay | Human Services | | Low | Closed | TTR Missed: | No | TTR: | 0.00 |

| INC000000325484 | Curtis Giles | Application | Error | ZENworks for Desktops | TIR Missed: | No | TIR: | 0.07 |
| Metro B Help Desk | Janet Hongsyvilay | Human Services | | Low | Closed | TTR Missed: | No | TTR: | 0.69 |

| INC000000325489 | Daniel Nuno | Application | Password | Novell GroupWise | TIR Missed: | No | TIR: | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | | Low | Closed | TTR Missed: | No | TTR: | 4.01 |

| INC000000325494 | Megan K Smith | Application | Reporting | Utah Master Directory | TIR Missed: | No | TIR: | 0.06 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: | No | TTR: | 1.16 |

| INC000000325497 | Narine Aleksanyan | PC/Laptop | Error | Novell Client for 32-bit Windows | TIR Missed: | No | TIR: | 0.59 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: | No | TTR: | 1.05 |

| INC000000325499 | Eliana Downing | Application | Error | PGP | TIR Missed: | Yes | TIR: | 1.01 |
| Metro B Help Desk | Janet Hongsyvilay | Human Services | | Low | Closed | TTR Missed: | No | TTR: | 1.05 |

| INC000000325504 | Christine Nguyen | Print/Copy/Scan/Fax | Queue | None | TIR Missed: | No | TIR: | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: | No | TTR: | 0.00 |

Human Services

INC000000325508	Steven Miner	None	None	SAFE	TIR Missed: No	TIR:	0.00
	Metro C Help Desk	Chuck Wilson	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000325517	Heather Wilson	Application	Password	Financial Information Network	TIR Missed: No	TIR:	0.84
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.90
INC000000325518	Janis Widdison	Network	Incident	None	TIR Missed: No	TIR:	0.33
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.59
INC000000325519	Cynthia Kitchens	PC/Laptop	None	None	TIR Missed: No	TIR:	0.00
	Metro C Desktop Support	Troy Buchanan	Human Services	Low	Closed	TTR Missed: No	TTR:	0.27
INC000000325531	Paul Carver	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.81
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Medium	Closed	TTR Missed: No	TTR:	0.90
INC000000325533	Judy A Hansen	PC/Laptop	None	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	TTR:	0.30
INC000000325537	Eliana Downing	Application	None	PGP	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	TTR:	0.27
INC000000325540	Michelle Adams	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.74
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.86
INC000000325542	Tammy Wood	Application	Error	Internet Explorer	TIR Missed: No	TIR:	0.93
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.99
INC000000325543	Dayna Martinsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000325544	Joseph Leiker	Application	Error	None	TIR Missed: No	TIR:	0.99
	Metro D North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	TTR:	5.14
INC000000325550	Geneil Young	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.90
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.95
INC000000325557	Royene Bate	None	None	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000325560	Candice Barber	Mainframe	Password	BlueZone	TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000325563	Heather Casutt	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000325592	Cathy Valerio	Application	Password	Citrix ICA Client	TIR Missed: No	TIR:	0.63
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.68
INC000000325595	Stephanie Wright	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: Yes	TTR:	7.92

Human Services

INC000000325598	Liz Medina	Application	None	SAFE		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000325599	Judy Alice Harrington	PC/Laptop	Password	SAFE		TIR Missed: No	TIR:	0.63
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.70
INC000000325603	Annette Perkins	None	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro C Help Desk	Chuck Wilson	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000325604	Alison Warner	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000325607	Kelly R Anderson	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.54
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.90
INC000000325624	Shellene West	Application	None	Novell Messenger		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000325644	April L Bennett	Application	Error	SAFE		TIR Missed: No	TIR:	0.20
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR:	0.27
INC000000325645	Amanda Hemingway	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.27
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR:	0.64
INC000000325648	Susan Street	Application	None	Citrix ICA Client		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000325653	Allen Orton	Application	Password	SAFE		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Joel Finlinson	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000325656	Laurie Roderick	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.25
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.56
INC000000325661	Jill Bell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000325672	Steve Jay	None	None	BlueZone		TIR Missed: No	TIR:	0.15
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.46
INC000000325680	Royene Bate	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000325689	Alice Garceau	Application	Password	SAFE		TIR Missed: No	TIR:	0.36
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.58
INC000000325692	Evelyn Cloward	Application	Error	None		TIR Missed: No	TIR:	0.35
	Mainframe Systems Support	Greg Shoop	Human Services	Low	Closed	TTR Missed: No	TTR:	0.62
INC000000325694	Jill Bell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00

Human Services

| INC000000325700 | Barbara Wolfe | Application | None | SAFE | TIR Missed: No | TIR: | 0.30 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.34 |

| INC000000325713 | Jim Lowe | Application | Password | Utah Master Directory | TIR Missed: No | TIR: | 0.19 |
| Help Desk | Brenda Treadway | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.23 |

| INC000000325716 | Ellen Weaver | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000325717 | Jilenne Gunther | PC/Laptop | None | None | TIR Missed: Yes | TIR: | 2.28 |
| Metro B Desktop Support | Anthony Booyse | Human Services | Low | Closed | TTR Missed: Yes | TTR: | 8.05 |

| INC000000325723 | Ray Amadeo | PC/Laptop | Error | None | TIR Missed: No | TIR: | 0.15 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.71 |

| INC000000325736 | John Bonnett | Application | None | ZENworks for Desktops | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Paul Petersen | Human Services | Low | Closed | TTR Missed: No | TTR: | 1.10 |

| INC000000325739 | Sherrie Snow | Application | None | Microsoft Word | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Paul Petersen | Human Services | Low | Closed | TTR Missed: No | TTR: | 1.09 |

| INC000000325743 | Ronald Wright | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| Help Desk | Vicky Marrelli | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000325755 | Patricia Graff | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.23 |
| Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.27 |

| INC000000325758 | Shawn Jack | Application | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Help Desk | Vicky Marrelli | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000325764 | Dolores J. J Demkov | Telecom | Voice Mail | Telephone | TIR Missed: No | TIR: | 0.11 |
| Voice Operations | Lois Schow | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.46 |

| INC000000325766 | Shawn Jack | Application | Error | ZENworks for Desktops | TIR Missed: No | TIR: | 0.18 |
| Rural South Desktop Support | Meladye Shively | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.54 |

| INC000000325770 | Alisa Perez | Application | Reporting | SAFE | TIR Missed: No | TIR: | 0.24 |
| Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.30 |

| INC000000325775 | Emilee Moon | Application | Error | None | TIR Missed: No | TIR: | 0.31 |
| Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.36 |

| INC000000325781 | Tom Sitake Jr | Application | Reporting | Novell GroupWise | TIR Missed: No | TIR: | 0.18 |
| Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.44 |

| INC000000325784 | Zinna Burks | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| Help Desk | Vicky Marrelli | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000325789 | Julia Huffaker | Application | Error | SAFE | TIR Missed: No | TIR: | 0.43 |
| Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.70 |

Human Services

Incident	Requester / Group	Category	Type	Item	Priority	Status	TIR Missed	TIR	TTR Missed	TTR
INC000000325792	Eliana Downing / Help Desk	Application	Error	PGP	Low	Closed	No	0.30	No	0.30
	Vicky Marrelli	Human Services								
INC000000325800	Annette Garcia / Metro B Help Desk	Application	Password	Novell Client for 32-bit Windows	Low	Closed	No	0.30	No	0.58
	Gary Graham	Human Services								
INC000000325805	Shawna Peterson / Metro B Help Desk	Application	Error	Microsoft Office XP Professiona	Low	Closed	No	0.00	No	0.04
	Gary Graham	Human Services								
INC000000325807	Linda Boyd-Melancon / Help Desk	Mainframe	Password	BlueZone	Low	Closed	No	0.00	No	0.00
	Brenda Treadway	Human Services								
INC000000325812	Alecia Stoker / Rural Central Desktop Support	Wireless Connectivity	None	None	Low	Closed	No	0.00	No	1.57
	Paul Petersen	Human Services								
INC000000325835	Dolores J. J Demkov / Voice Operations	Telecom	Voice Mail	Telephone	Low	Closed	No	0.07	No	0.13
	Annette Nielsen	Human Services								
INC000000325837	April Cossett / Metro B Help Desk	Network	Error	Novell Client for 32-bit Windows	Low	Closed	No	0.00	No	0.01
	Janet Hongsyvilay	Human Services								
INC000000325843	Melanie Rasmussen / Metro D Help Desk	Print/Copy/Scan/Fax	Queue	None	Low	Closed	No	0.00	No	0.00
	John Robinson	Human Services								
INC000000325848	Cynthia Aposhian / Metro B Help Desk	Print/Copy/Scan/Fax	Queue	None	Low	Closed	No	0.00	No	0.01
	Janet Hongsyvilay	Human Services								
INC000000325869	Tracy Cundick / Metro B Help Desk	Network	Password	Novell Client for 32-bit Windows	Low	Closed	No	0.04	No	0.11
	Val Shepherd	Human Services								
INC000000325873	LaRissa F Adams / Metro B Help Desk	PC/Laptop	Performance	None	Low	Closed	No	0.09	No	0.49
	Val Shepherd	Human Services								
INC000000325875	Vickie Nelson / Metro B Help Desk	Network	Incident	None	Low	Closed	No	0.09	No	0.46
	Janet Hongsyvilay	Human Services								
INC000000325883	Jennie Kalauli / Help Desk	Application	Password	Utah Master Directory	Low	Closed	No	0.42	No	0.42
	Eileen Dubach	Human Services								
INC000000325891	Tausoa Snead / Metro B Help Desk	Print/Copy/Scan/Fax	Queue	None	Low	Closed	No	0.00	No	0.00
	Val Shepherd	Human Services								
INC000000325894	Rick H Hansen / Voice Operations	Telecom	None	Telephone	Low	Closed	No	0.30	No	1.03
	Britany Finlay	Human Services								
INC000000325900	Mike Godfrey / Metro B Help Desk	Network	Incident	Novell ConsoleOne	Low	Closed	No	0.00	No	0.22
	Val Shepherd	Human Services								
INC000000325911	Annie Baum / Metro B Help Desk	Application	Error	Employee Gateway	Low	Closed	No	0.47	No	0.68
	Val Shepherd	Human Services								

Human Services

Incident	Name	Category	Type	CI	TIR Missed	TIR	TTR Missed	TTR
INC000000325914	Larry Mendez	None	None	None	No	0.00		
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		No	0.05
INC000000325920	Cristy Davis	Print/Copy/Scan/Fax	Queue	None	No	0.00		
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		No	0.00
INC000000325925	Levi Veo	None	None	Citrix ICA Client	No	0.07		
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		No	0.07
INC000000325928	Sean T Orton	Telecom	Call/Receive	None	No	0.07		
	Voice/Data/WAN Services	Greg Blessing	Human Services	Low	Closed		No	0.79
INC000000325930	Tamera Weis	Application	Password	DB2 Query Management Facility	No	0.00		
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		No	0.00
INC000000325938	Valyn Pace	Application	None	None	No	0.05		
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		No	2.56
INC000000325961	Connie Clawson	Application	Reporting	Novell GroupWise	No	0.19		
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed		No	0.75
INC000000325979	Jennie Kalauli	Application	Password	Novell Messenger	No	0.00		
	Help Desk	Vicky Marrelli	Human Services	Low	Closed		No	0.00
INC000000325983	Laura Johnson	PC/Laptop	None	None	No	0.00		
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed		No	0.98
INC000000325985	Stephanie Williams	Telecom	Voice Mail	Telephone	No	0.03		
	Voice Operations	Lois Schow	Human Services	Low	Closed		No	0.32
INC000000325990	Tracy Clark	Application	Error	SAFE	No	0.03		
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		No	0.38
INC000000325998	Lisa Quistberg	Application	Reporting	SAFE	No	0.24		
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		No	0.39
INC000000326004	Bart Mason	None	None	None	No	0.00		
	Metro B Hosting	Justin Rasmussen	Human Services	Low	Closed		No	2.08
INC000000326007	Scott Jacobson	None	None	None	No	0.00		
	Application Support	Justin Rasmussen	Human Services	Low	Closed		No	2.08
INC000000326009	Lisa Marie Smith	None	None	Acrobat Reader	No	0.00		
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed		No	
INC000000326016	Patricia Hartzell	Remote Connectivity	Error	None	No	0.00		
	Rural Central Desktop Support	Todd Hardy	Human Services	Low	Closed		No	0.66
INC000000326032	Mo Schannon	Application	Error	RSA SecurID Software Token	No	0.00		
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		No	0.09

Human Services

INC000000326046	Jennie Kalauli	Network	Password	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	TTR:	0.23
INC000000326060	Carla Kelsey	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.19
Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed: No	TTR:	0.64
INC000000326074	Valene Gibbs	Application	None	RSA SecurID Software Token		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000326075	Morgan Earley	Application	Reporting	SAFE		TIR Missed: No	TIR:	0.26
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	TTR:	0.32
INC000000326082	Richard Schade	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro C Help Desk	Reed Stohel	Human Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000326103	Kimia Prince	Application	None	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	TTR:	0.13
INC000000326115	Stephanie Hovat	None	None	eFIND/eSHARE		TIR Missed: No	TIR:	0.19
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	TTR:	0.22
INC000000326137	Karen Anderson	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Human Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000326152	Jenny Snelson	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Troy Morris	Human Services		Low	Closed	TTR Missed: No	TTR:	0.10
INC000000326153	Jay Sorensen	Application	None	Internet Explorer		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Human Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000326155	Shamayne Russell	PC/Laptop	None	None		TIR Missed: No	TIR:	0.05
Metro D North Desktop Support	Lori Hartzell	Human Services		Low	Closed	TTR Missed: No	TTR:	0.49
INC000000326158	Ericka Turner	Telecom	Call/Receive	None		TIR Missed: No	TIR:	0.93
Voice/Data/WAN Services	Spencer Blodgett	Human Services		Low	Closed	TTR Missed: No	TTR:	1.03
INC000000326164	Taylor Horn	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.06
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	TTR:	2.53
INC000000326167	Kimia Prince	Application	None	BlueZone		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	TTR:	0.06
INC000000326195	Von C Adamson	Application	None	Internet Explorer		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Lori Hartzell	Human Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000326197	Mike Pomeroy	PC/Laptop	Performance	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Lori Hartzell	Human Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000326201	Jennifer Gee	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro D Help Desk	Doug Brown	Human Services		Low	Closed	TTR Missed: No	TTR:	0.00

Human Services

INC000000326203	Carol Niehus	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.18
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	TTR: 0.21
INC000000326228	Desirae Johnson	Mobile Devices	None	Droid		TIR Missed: No	TIR: 0.16
Help Desk	Eileen Dubach	Human Services	Low	Closed		TTR Missed: Yes	TTR: 6.60
INC000000326232	Chari Frampton	None	None	None		TIR Missed: No	TIR: 0.00
Rural South Desktop Support	Doug Thornton	Human Services	Low	Closed		TTR Missed: Yes	TTR: 6.57
INC000000326233	Danette L Larsen	None	None	None		TIR Missed: No	TIR: 0.00
Metro B Desktop Support	Michael Barth	Human Services	Low	Closed		TTR Missed: No	TTR: 2.63
INC000000326236	Lynda Thoreson	Application	Password	Utah Master Directory		TIR Missed: No	TIR: 0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000326238	Dennis Barry	Application	Password	Utah Master Directory		TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	TTR: 0.01
INC000000326239	Kim Tuitupou	None	None	None		TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000326240	Tom Sullivan	Application	None	None		TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000326243	Kim Tuitupou	Application	None	RSA SecurID Software Token		TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	TTR: 0.55
INC000000326244	Cheryl Sorensen	Application	Reporting	None		TIR Missed: No	TIR: 0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	TTR: 0.05
INC000000326245	Merilee Wendell	Application	Password	RSA SecurID Software Token		TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000326247	Judy Rose	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro D Help Desk	John Robinson	Human Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000326255	Raigan Steele	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.05
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	TTR: 0.10
INC000000326257	Dot Clayton	Application	Error	Citrix Installation Manager		TIR Missed: No	TIR: 0.18
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	TTR: 0.45
INC000000326287	Mandy Caswell	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.16
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	TTR: 0.80
INC000000326302	Notah Tahy	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	TIR: 0.12
Voice Operations	Annette Nielsen	Human Services	Low	Closed		TTR Missed: No	TTR: 0.26
INC000000326310	Doug Spencer	Application	Error	SAFE		TIR Missed: No	TIR: 0.13
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	TTR: 0.37

Human Services

| INC000000326315 | Randy Gangwer | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Help Desk | Brenda Treadway | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000326339 | Carla Wallace | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Colin Bodkin | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000326343 | Tracy Cundick | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Help Desk | Brenda Treadway | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000326362 | Randy Gangwer | Network | Error | None | TIR Missed: No | TIR: | 0.04 |
| | Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.08 |

| INC000000326364 | Shannon M Alvey | Application | Error | None | TIR Missed: No | TIR: | 0.13 |
| | Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.40 |

| INC000000326379 | Julienne Rhees | Application | Error | None | TIR Missed: Yes | TIR: | 1.08 |
| | Metro D North Desktop Support | Neil Smedley | Human Services | Low | Closed | TTR Missed: No | TTR: | 1.08 |

| INC000000326381 | Karen Andersen | None | None | None | TIR Missed: No | TIR: | 0.29 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.87 |

| INC000000326385 | Jana Redington | Application | None | SAFE | TIR Missed: No | TIR: | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000326387 | Jennifer Peterson | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Help Desk | Brenda Treadway | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000326406 | Linda Moon | Network | None | None | TIR Missed: No | TIR: | 0.26 |
| | Metro D North Desktop Support | Lori Hartzell | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.54 |

| INC000000326416 | Susan Martell | Application | None | SAFE | TIR Missed: No | TIR: | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000326420 | Jeffery Schofield | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| | Metro D North Desktop Support | Don Higgs | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.09 |

| INC000000326433 | Pat Peterson | Application | Error | SAFE | TIR Missed: No | TIR: | 0.21 |
| | Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.44 |

| INC000000326438 | Sarah Lake | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000326442 | Cathy Beckwith | Application | Password | Novell GroupWise | TIR Missed: No | TIR: | 0.12 |
| | Metro A Help Desk | Cindy Schroeder | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.12 |

| INC000000326455 | Angie Romero | Application | Password | Utah Criminal Justice Informatio | TIR Missed: No | TIR: | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000326459 | Elise LaJeunesse | Application | Error | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.74 |

Human Services

INC000000326481	Stephanie Hovat	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000326483	Shelly Olsen	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.10
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.24
INC000000326489	Susan Riggs	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000326494	Bret Hardy	PC/Laptop	None	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	TTR:	0.86
INC000000326508	Amber Leonard	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.17
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.58
INC000000326509	Mindy Peterson	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	TTR:	1.97
INC000000326519	Cathy Rueff	Application	None	None	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000326532	Janice Weinman	Mobile Devices	Error	Droid	TIR Missed: No	TIR:	0.08
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.09
INC000000326536	Brandon Ercanbrack	Network	Password	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Human Services	Low	Closed	TTR Missed: No	TTR:	0.87
INC000000326557	Rick Hansen	None	None	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000326560	Sharon R Harris	None	None	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000326569	Gene Ashdown	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro D Help Desk	John Robinson	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000326578	Lillian Dopp	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.19
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.29
INC000000326585	Ed Whiting	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.49
	Metro D North Desktop Support	Kathleen Gill	Human Services	Low	Closed	TTR Missed: Yes	TTR:	6.19
INC000000326586	Laree Bybee	Application	Error	Citrix ICA Client	TIR Missed: No	TIR:	0.12
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.87
INC000000326602	Mario Ramos	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.11
	Metro B Desktop Support	Tom Hanson	Human Services	Low	Closed	TTR Missed: No	TTR:	5.64
INC000000326612	Stacey Boyd	Telecom	Dial Tone	Telephone	TIR Missed: No	TIR:	0.13
	Voice/Data/WAN Services	Art Scott	Human Services	Low	Closed	TTR Missed: No	TTR:	0.53

Human Services

INC000000326629	Dallas Shupe	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR:	0.11
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	TTR:	0.24

INC000000326637	Raitos Archuleta	Application	Error	SAFE	TIR Missed: No	TIR:	0.18
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	TTR:	0.23

INC000000326648	Arnell Wamsley	Mainframe	Error	None	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	TTR:	0.02

INC000000326693	Tammy Wood	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.04
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	TTR:	0.16

INC000000326695	Justin Northway	Application	Error	SAFE	TIR Missed: No	TIR:	0.18
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	TTR:	0.30

INC000000326696	Dirk Murdock	Mainframe	Password	Unified Social Services Delivery	TIR Missed: No	TIR:	0.16
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	TTR:	0.53

INC000000326698	Robert Jowett	Application	None	Adobe Flash	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	TTR:	0.00

INC000000326702	Annie Beecher	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.08
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	TTR:	0.64

INC000000326707	Candice Whiteley	Application	None	Citrix ICA Client	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	TTR:	0.05

INC000000326708	Stephanie Wright	Application	None	PGP	TIR Missed: No	TIR:	0.04
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	TTR:	0.21

INC000000326716	Eliana Downing	PC/Laptop	None	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Human Services		Low	Closed	TTR Missed: No	TTR:	2.18

INC000000326717	Brooke Ibanez	PC/Laptop	Virus	None	TIR Missed: No	TIR:	0.05
Rural Central Desktop Support	Ron LeBaron	Human Services		Low	Closed	TTR Missed: No	TTR:	5.68

INC000000326719	Eric Jenkins	None	None	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Human Services		Low	Closed	TTR Missed: No	TTR:	2.18

INC000000326726	Annette Long	Application	Error	None	TIR Missed: No	TIR:	0.17
Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed: No	TTR:	1.43

INC000000326728	Gaylene Thomas	Application	Error	SAFE	TIR Missed: No	TIR:	0.19
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	TTR:	0.26

INC000000326739	Tom Sullivan	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	TTR:	0.02

INC000000326755	Mirta Richards	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.31
Metro D Help Desk	Doug Brown	Human Services		Low	Closed	TTR Missed: No	TTR:	0.31

Human Services

INC000000326758	Shylo Pickeral	Mainframe	Password	BlueZone		TIR Missed:	No	TIR:	0.11
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.15
INC000000326761	Mirta Richards	Application	Error	Avaya CentreVu Supervisor		TIR Missed:	No	TIR:	0.13
Voice Operations		Lois Schow	Human Services	Low	Closed	TTR Missed:	No	TTR:	1.12
INC000000326768	Jennie Herrera	Application	None	Utah Cares		TIR Missed:	No	TIR:	0.15
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.72
INC000000326776	Susan Riggs	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
Metro D Help Desk		Doug Brown	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000326777	Lauren Judd	Application	Reporting	Novell GroupWise		TIR Missed:	No	TIR:	0.19
Metro C Desktop Support		Ken Knobel	Human Services	Low	Closed	TTR Missed:	Yes	TTR:	11.19
INC000000326781	Deanna Nichols	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.00
Metro D Help Desk		Doug Brown	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000326807	Calleen Chivers	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
Metro C Help Desk		Ross Owen	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.06
INC000000326824	Amy Hutchinson	Network	Password	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.02
INC000000326847	Jean Gray	Application	Password	Novell GroupWise		TIR Missed:	No	TIR:	0.15
Help Desk		Sarah Johnson	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.15
INC000000326868	Caron Hacker	Application	Error	Novell Messenger		TIR Missed:	No	TIR:	0.00
Metro A Help Desk		Ed Conrad	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000326870	Sharon R Harris	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Help Desk		Brenda Treadway	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000326890	Shylo Pickeral	None	None	None		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support		Paul Petersen	Human Services	Low	Closed	TTR Missed:	No	TTR:	1.51
INC000000326898	Mark Harward	None	None	None		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support		Robert Case	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000326908	Peggy Williams	Application	Error	SAFE		TIR Missed:	No	TIR:	0.06
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.31
INC000000326929	Lee Castillo	Application	Error	Novell GroupWise		TIR Missed:	No	TIR:	0.00
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.06
INC000000326950	John MacFarlane	None	None	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000326953	Darcee Blickfeldt	PC/Laptop	Hardware	Microsoft Windows XP Professic		TIR Missed:	No	TIR:	0.15
Metro A Desktop Support		Mike Wilde	Human Services	Low	Closed	TTR Missed:	Yes	TTR:	12.90

Human Services

Incident	Reporter / Group	Category	Type / Dept	Item	Priority / Status	TIR Missed	TIR	TTR Missed	TTR
INC000000326986	Laureen Wilson	Application	None	Utah Master Directory		No	0.00		
	Metro B Help Desk	Janet Hongsyvilay	Human Services		Low — Closed			No	0.05
INC000000327003	Stephanie Williams	Telecom	Feature	Telephone		No	0.35		
	Voice Operations	Lois Schow	Human Services		Low — Closed			No	1.21
INC000000327006	Jill Bell	Print/Copy/Scan/Fax	Queue	None		No	0.00		
	Metro D Help Desk	Doug Brown	Human Services		Low — Closed			No	0.00
INC000000327010	Melissa Baide	PC/Laptop	Hardware	None		No	0.04		
	Metro D North Desktop Support	Ruston McKay	Human Services		Low — Closed			No	0.71
INC000000327059	Laree Howard	Application	Reporting	Novell GroupWise		No	0.15		
	Metro B Help Desk	Janet Hongsyvilay	Human Services		Low — Closed			No	0.26
INC000000327078	Chad McDonald	PC/Laptop	Hardware	None		No	0.00		
	Rural Central Desktop Support	Jeremy Standifird	Human Services		Low — Closed			No	0.54
INC000000327080	Lindsey Hodgen	Network	Password	None		No	0.00		
	Metro B Help Desk	Gary Graham	Human Services		Low — Closed			No	0.02
INC000000327113	Amie Smith	Print/Copy/Scan/Fax	Paper Jam	None		No	0.00		
	Metro B Help Desk	Gary Graham	Human Services		Low — Closed			No	0.02
INC000000327117	Jan Fryer	PC/Laptop	Hardware	None		No	0.66		
	Metro B Desktop Support	Tom Hanson	Human Services		Low — Closed			No	2.61
INC000000327120	Lydia Velasquez	Application	Error	Medicaid Managed Care System		No	0.11		
	Metro B Help Desk	Janet Hongsyvilay	Human Services		Low — Closed			No	0.36
INC000000327142	Judy A Hansen	Network	Error	None		No	0.05		
	Metro B Help Desk	Gary Graham	Human Services		Low — Closed			No	0.11
INC000000327145	Martin Roundy	Application	Password	Citrix ICA Client		No	0.08		
	Metro B Help Desk	Gary Graham	Human Services		Low — Closed			No	0.18
INC000000327198	Monica Kitchens	Network	Incident	Novell ConsoleOne		No	0.00		
	Metro B Help Desk	Val Shepherd	Human Services		Low — Closed			No	0.00
INC000000327204	Val Bonnett	Network	Password	Novell Client for 32-bit Windows		No	0.00		
	Metro B Help Desk	Val Shepherd	Human Services		Low — Closed			No	0.00
INC000000327206	Paul Carver	PC/Laptop	Hardware	None		Yes	11.00		
	Metro B Desktop Support	Michael Barth	Human Services		Low — Closed			Yes	11.00
INC000000327207	Chris Wride	Application	None	Novell GroupWise		No	0.00		
	Metro B Help Desk	Janet Hongsyvilay	Human Services		Low — Closed			No	0.20
INC000000327211	Rea Bartlett	PC/Laptop	None	None		No	0.00		
	Rural Central Desktop Support	Paul Petersen	Human Services		Low — Closed			No	0.71

Human Services

INC000000327216	Nancy Newman	Application	None	BlueZone		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000327229	Odell Erickson	Mobile Devices	Error	Droid		TIR Missed: No	TIR:	0.74
Application Services	Dustin Crump	Human Services	Low	Closed		TTR Missed: No	TTR:	1.10
INC000000327242	Alicia Anderson	Telecom	Feature	Telephone		TIR Missed: No	TIR:	0.05
Voice Operations	Annette Nielsen	Human Services	Low	Closed		TTR Missed: No	TTR:	0.16
INC000000327247	Mindy Hull	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000327249	Cathy Rueff	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	TTR:	0.13
INC000000327260	Gaye A Holt	Application	None	None		TIR Missed: No	TIR:	0.17
Metro B Desktop Support	Jay Locker	Human Services	Low	Closed		TTR Missed: No	TTR:	2.14
INC000000327262	Brian D Nelson	Application	Error	Action Request System		TIR Missed: No	TIR:	0.22
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	TTR:	5.09
INC000000327268	Terri Sawyer	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.20
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	TTR:	0.31
INC000000327271	Shelly Olsen	Network	Incident	None		TIR Missed: No	TIR:	0.02
Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed		TTR Missed: No	TTR:	2.35
INC000000327277	Polly Colbert	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.26
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	TTR:	0.36
INC000000327292	Carolyn White	Application	Error	Microsoft Word		TIR Missed: No	TIR:	0.23
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	TTR:	0.50
INC000000327305	Laura Tesch	None	None	Microsoft Access		TIR Missed: No	TIR:	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000327330	Michael Styles	Application	Reporting	Proofpoint Email Security		TIR Missed: No	TIR:	0.92
Application Services	Martin Gonzalez	Human Services	Low	Closed		TTR Missed: Yes	TTR:	10.51
INC000000327349	Taylor Horn	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.15
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	TTR:	0.18
INC000000327351	Zlatko Porobic	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000327353	Roberta Davidson	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Human Services	Low	Closed		TTR Missed: No	TTR:	0.30
INC000000327355	Carla Wallace	Network	Password	Utah Master Directory		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Human Services	Low	Closed		TTR Missed: No	TTR:	0.83

Human Services

| INC000000327356 | Annette Perkins | None | None | DB2 Query Management Facility | TIR Missed: No | TIR: | 0.22 |
| Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Closed | TTR Missed: No | TTR: | 2.99 |

| INC000000327387 | Angie Chavez | Application | Error | Mozilla Firefox | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Mike Wilde | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000327391 | Brianna Jones | Application | Password | None | TIR Missed: No | TIR: | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.03 |

| INC000000327402 | Lavinia Uluave | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro C Help Desk | Chuck Wilson | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000327419 | Janet Smuin | Application | None | Citrix ICA Client | TIR Missed: No | TIR: | 0.00 |
| Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.06 |

| INC000000327420 | Paul Avery | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Troy Morris | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000327427 | Renee Hardacker | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Help Desk | Brenda Treadway | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000327438 | Taylor Stark | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.20 |
| Help Desk | Brenda Treadway | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.20 |

| INC000000327448 | Kim Pinnegar | Server | Error | None | TIR Missed: No | TIR: | 0.38 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.64 |

| INC000000327465 | Kathryn Draper | Network | Error | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.19 |

| INC000000327466 | Melinda White | Application | Error | Novell GroupWise | TIR Missed: No | TIR: | 0.17 |
| Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.27 |

| INC000000327471 | Christy Van Buskirk | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | TIR: | 0.51 |
| Help Desk | James Stearns | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.51 |

| INC000000327474 | Danielle White | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| Metro C Help Desk | Chuck Wilson | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000327477 | Tami Jensen-Rivera | Application | Error | Acrobat Reader | TIR Missed: Yes | TIR: | 2.14 |
| Metro D North Desktop Support | Ryan Casey | Human Services | Low | Closed | TTR Missed: No | TTR: | 2.14 |

| INC000000327504 | Eric Jenkins | Application | Password | Citrix ICA Client | TIR Missed: No | TIR: | 0.08 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.16 |

| INC000000327517 | Jody Eby | None | None | None | TIR Missed: No | TIR: | 0.39 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | TTR: | 1.38 |

| INC000000327545 | Janet Froelich | Application | Password | Utah Criminal Justice Informatio | TIR Missed: No | TIR: | 0.29 |
| Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.43 |

Human Services

INC000000327557	Deanne Evans	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	TTR:	0.20
INC000000327589	Barry Howard	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.06
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	TTR:	0.13
INC000000327596	Antonette Salazar	Network	Password	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	TTR:	4.34
INC000000327614	Ericka Turner	Telecom	None	None		TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000327626	Paul Carver	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000327635	Sandra Sanduk	Application	None	Office of Recovery Services Info		TIR Missed: No	TIR:	0.13
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	TTR:	0.13
INC000000327637	Heather Casutt	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000327660	Val Bonnett	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000327664	Ralph Colosimo	Application	Password	Novell GroupWise		TIR Missed: Yes	TIR:	1.55
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	TTR:	1.59
INC000000327675	Kimia Prince	Application	Error	RSA SecurID Software Token		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	TTR:	0.05
INC000000327677	Regena Bonner	Application	Error	SAFE		TIR Missed: No	TIR:	0.09
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	TTR:	0.56
INC000000327698	Dirk Murdock	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.08
Metro A Desktop Support	Mike Wilde	Human Services	Low	Closed		TTR Missed: No	TTR:	5.61
INC000000327703	Don Noseworthy	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.19
Help Desk	James Stearns	Human Services	Low	Closed		TTR Missed: No	TTR:	0.19
INC000000327704	Shylo Pickeral	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	TTR:	0.84
INC000000327729	Ralph Colosimo	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro D Help Desk	Doug Brown	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000327731	Deanne Evans	Application	Error	Acrobat Reader		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	TTR:	0.58
INC000000327748	Stacy Pierce	None	None	None		TIR Missed: No	TIR:	0.00
Metro D Help Desk	Doug Brown	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00

Human Services

INC000000327765	Priya Noronha Ellwood	Application	Password	Citrix ICA Client	TIR Missed: No	TIR:	0.06
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.11
INC000000327766	Andy Lund	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.14
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.18
INC000000327786	Judy M Halford	Application	Error	SAFE	TIR Missed: No	TIR:	0.14
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.52
INC000000327793	Mark Strebel	None	None	Internet Explorer	TIR Missed: No	TIR:	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000327845	Andrea Frandsen	PC/Laptop	None	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	TTR:	0.54
INC000000327857	Rick Ericksen	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.07
INC000000327858	Heather Casutt	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR:	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000327880	Valyn Pace	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.12
	Rural South Desktop Support	Joel Finlinson	Human Services	Low	Closed	TTR Missed: No	TTR:	2.66
INC000000327901	Staci Ghneim	Network	Incident	Novell ConsoleOne	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.13
INC000000327906	Eric Beidler	Network	Incident	Novell ConsoleOne	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.87
INC000000327907	Mary Lou Warner	None	None	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000327929	Eric Beidler	Network	Incident	Novell ConsoleOne	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.61
INC000000327944	Debra Asay	Application	Password	Utah Master Directory	TIR Missed: No	TIR:	0.02
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	TTR:	0.09
INC000000327946	Eric Beidler	Network	Incident	Novell ConsoleOne	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.50
INC000000327971	Dawna Angus	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR:	0.26
INC000000327982	Lyla Kirby	None	None	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000328007	Ron Wilkey	Application	Error	SAFE	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR:	0.66

Human Services

INC000000328013	Rymal Hinton	Application	Password	Medicaid Managed Care System	TIR Missed:	No	TIR:	0.06
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.16
INC000000328021	Boyd J Grover	PC/Laptop	Performance	None	TIR Missed:	No	TIR:	0.00
Rural South Desktop Support	Meladye Shively	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000328031	Lori Butler	Mainframe	Password	BlueZone	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000328033	Josette Harding	Application	Error	None	TIR Missed:	No	TIR:	0.09
Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.83
INC000000328033	Josette Harding	Application	Error	None	TIR Missed:	No	TIR:	0.65
Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.83
INC000000328037	Julia Xanthos	Application	Reporting	Novell Messenger	TIR Missed:	No	TIR:	0.15
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.20
INC000000328051	Ron Wilkey	PC/Laptop	Hardware	None	TIR Missed:	Yes	TIR:	5.92
Metro B Desktop Support	Tom Hanson	Human Services	Low	Closed	TTR Missed:	Yes	TTR:	20.58
INC000000328058	Carol Niehus	Application	Reporting	Content Manager	TIR Missed:	No	TIR:	0.28
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.42
INC000000328078	Jennifer Oxborrow	Mobile Devices	None	BlackBerry Configuration	TIR Missed:	No	TIR:	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000328098	Zinna Burks	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	TIR:	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000328111	Carrie Worthen	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	TIR:	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000328133	Shauna Iverson	Mainframe	Error	None	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.02
INC000000328158	Suitofo Fagatele	None	None	None	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000328161	Eric Beidler	Network	Incident	Novell ConsoleOne	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000328163	Jim Bright	None	None	None	TIR Missed:	No	TIR:	0.00
Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000328164	Eric Beidler	Network	Incident	Novell ConsoleOne	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000328166	Eric Beidler	Network	Incident	Novell ConsoleOne	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00

Human Services

| INC000000328167 | Eric Beidler | Network | Incident | Novell ConsoleOne | TIR Missed: No | TIR: | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000328168 | Eric Beidler | Network | Incident | Novell ConsoleOne | TIR Missed: No | TIR: | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000328169 | Eric Beidler | Network | Incident | Novell ConsoleOne | TIR Missed: No | TIR: | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000328172 | Eva Clarke | Application | None | BlueZone | TIR Missed: No | TIR: | 0.00 |
| | ORS Content Manager | Dan Barrett | Human Services | Low | Closed | TTR Missed: No | TTR: | 5.39 |

| INC000000328174 | Julienne Rhees | Network | Incident | None | TIR Missed: No | TIR: | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000328175 | Jennifer Tirey | Application | Password | Utah Master Directory | TIR Missed: No | TIR: | 0.00 |
| | Help Desk | Brenda Treadway | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000328177 | Rodger Williams | PC/Laptop | Hardware | None | TIR Missed: Yes | TIR: | 3.90 |
| | Help Desk | James Stearns | Human Services | Low | Closed | TTR Missed: No | TTR: | 3.90 |

| INC000000328180 | Lisa Aragon | Application | None | BlueZone | TIR Missed: No | TIR: | 0.00 |
| | Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000328184 | Gary Hill | Network | Error | None | TIR Missed: No | TIR: | 0.04 |
| | Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.38 |

| INC000000328190 | Debra Asay | Network | Error | None | TIR Missed: No | TIR: | 0.32 |
| | Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.41 |

| INC000000328193 | Val Bonnett | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro C Help Desk | Chuck Wilson | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000328197 | Odell Erickson | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.24 |
| | Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.35 |

| INC000000328198 | Stacie Pohahau | Mainframe | Error | None | TIR Missed: No | TIR: | 0.00 |
| | Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.02 |

| INC000000328201 | Odell Erickson | Mobile Devices | Error | None | TIR Missed: No | TIR: | 0.54 |
| | Application Services | Danielle Hood | Human Services | Low | Closed | TTR Missed: No | TTR: | 1.32 |

| INC000000328257 | Darin Black | Application | Error | None | TIR Missed: No | TIR: | 0.14 |
| | Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.75 |

| INC000000328258 | Davis Detorres | Application | Error | SAFE | TIR Missed: No | TIR: | 0.00 |
| | Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.05 |

| INC000000328260 | Kathryn Holt | Network | Password | None | TIR Missed: No | TIR: | 0.22 |
| | Metro B Help Desk | Gary Graham | Human Services | Medium | Closed | TTR Missed: No | TTR: | 0.41 |

Human Services

INC000000328288	Carol Black	Application	Reporting	State Payroll Time Entry System	TIR Missed: No	TIR:	0.56
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 1.12
INC000000328304	Heather Fischer	Application	Error	SAFE	TIR Missed: No	TIR:	0.81
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR: 0.94
INC000000328309	Sandy Baxter	None	None	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000328362	Deanna Braunberger	None	None	Citrix ICA Client	TIR Missed: No	TIR:	0.42
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: Yes	TTR: 7.72
INC000000328396	Mark Strebel	None	None	Internet Explorer	TIR Missed: No	TIR:	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000328411	Paige Pryor	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.04
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR: 0.21
INC000000328437	Stephanie Higbee	Mobile Devices	Error	None	TIR Missed: No	TIR:	0.08
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	TTR: 3.22
INC000000328446	Paula Wing	None	None	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000328472	Marla Janusz	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro D Help Desk	John Robinson	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000328474	Cheryl Dalley	Application	Password	Utah Master Directory	TIR Missed: No	TIR:	0.60
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	TTR: 0.60
INC000000328479	Jackie Davis	None	None	BlueZone	TIR Missed: No	TIR:	0.05
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.44
INC000000328484	Ralph Colosimo	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR:	0.45
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.91
INC000000328485	Patricia Hurley	Telecom	Dial Tone	Telephone	TIR Missed: No	TIR:	0.06
	Voice Operations	Annette Nielsen	Human Services	High	Closed	TTR Missed: No	TTR: 0.23
INC000000328485	Patricia Hurley	Telecom	Dial Tone	Telephone	TIR Missed: No	TIR:	0.00
	Voice Operations	Annette Nielsen	Human Services	High	Closed	TTR Missed: No	TTR: 0.23
INC000000328493	Kristen Gibson	PC/Laptop	Hardware	None	TIR Missed: Yes	TIR:	1.13
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	TTR: 2.79
INC000000328500	Ashley Weeks	Network	Error	None	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Scott Jesienouski	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000328516	Judy Hammer	Application	Error	Microsoft Word	TIR Missed: No	TIR:	0.47
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 1.03

Human Services

| INC000000328521 | Lauren Westover | Application | Password | Utah Master Directory | TIR Missed: No | TIR: | 0.09 |
| | Help Desk | Vicky Marrelli | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.12 |

| INC000000328531 | Tammy Nuttall | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| | Help Desk | Brenda Treadway | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000328539 | Ed Whiting | Network | Error | None | TIR Missed: No | TIR: | 0.59 |
| | Metro D North Desktop Support | Neil Smedley | Human Services | Low | Closed | TTR Missed: No | TTR: | 5.60 |

| INC000000328543 | Danette L Larsen | PC/Laptop | Hardware | None | TIR Missed: Yes | TIR: | 1.09 |
| | Metro B Desktop Support | Michael Barth | Human Services | Low | Closed | TTR Missed: No | TTR: | 1.09 |

| INC000000328551 | Heidi Jones | Application | None | BlueZone | TIR Missed: No | TIR: | 0.00 |
| | Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.11 |

| INC000000328558 | Susie Prince | None | None | State Payroll Time Entry System | TIR Missed: No | TIR: | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000328569 | Rachael Beddoes | Network | Error | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.08 |

| INC000000328577 | Jennifer Oxborrow | Application | Password | Utah Master Directory | TIR Missed: No | TIR: | 0.12 |
| | Help Desk | Vicky Marrelli | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.45 |

| INC000000328594 | Abigail Bodily | Application | Password | Citrix ICA Client | TIR Missed: No | TIR: | 0.59 |
| | Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.68 |

| INC000000328624 | Boyd Lindsey | Application | Password | Utah Master Directory | TIR Missed: No | TIR: | 0.07 |
| | Help Desk | Vicky Marrelli | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.24 |

| INC000000328629 | Karen C Andersen | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| | Metro C Help Desk | Ross Owen | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000328631 | Darin Black | PC/Laptop | Error | Microsoft Windows XP Professio | TIR Missed: No | TIR: | 0.23 |
| | Rural South Desktop Support | Meladye Shively | Human Services | Low | Closed | TTR Missed: No | TTR: | 2.12 |

| INC000000328636 | Bernie Pacheco | Print/Copy/Scan/Fax | None | None | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Paul Petersen | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.86 |

| INC000000328648 | Peter Johansson | PC/Laptop | Performance | None | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Jeremy Standifird | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.14 |

| INC000000328654 | Sandra Gustaveson | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Help Desk | Brenda Treadway | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000328659 | Boyd Lindsey | Application | Password | Utah Master Directory | TIR Missed: No | TIR: | 0.41 |
| | Help Desk | Vicky Marrelli | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.60 |

| INC000000328664 | Julie Craner | None | None | Office of Recovery Services Info | TIR Missed: No | TIR: | 0.10 |
| | Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.16 |

Human Services

INC000000328688	Geneann Carlino	Telecom	Hardware	Telephone		TIR Missed: No	TIR:	0.13
	Voice Operations	Annette Nielsen	Human Services	Low	Closed	TTR Missed: No	TTR:	0.13
INC000000328691	Melinda White	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.12
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.50
INC000000328698	Mallory Parry	Application	Password	Citrix ICA Client		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000328700	Peggy Major	Network	Password	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000328708	Kingi Tonga	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.04
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR:	0.12
INC000000328716	Steven Parker	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.28
	Rural South Desktop Support	Meladye Shively	Human Services	Low	Closed	TTR Missed: No	TTR:	3.54
INC000000328719	Lynn Higginson	Mainframe	Error	BlueZone		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR:	0.24
INC000000328756	Elaine Boren-Hess	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.07
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR:	4.60
INC000000328760	Mary Jensen	Application	Error	SAFE		TIR Missed: No	TIR:	0.62
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR:	0.62
INC000000328767	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro D Help Desk	John Robinson	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000328770	Gaye A Holt	Network	Performance	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.53
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	TTR:	2.68
INC000000328776	Deann Richins	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.43
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	TTR:	1.47
INC000000328788	Shaunna Conder	Application	Error	Proofpoint Email Security		TIR Missed: No	TIR:	0.39
	Application Services	Martin Gonzalez	Human Services	Low	Closed	TTR Missed: Yes	TTR:	14.87
INC000000328798	Justina Flesher	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.14
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.50
INC000000328800	Maggie Noyes	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.43
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.81
INC000000328812	Brion Terry	Application	Password	None		TIR Missed: Yes	TIR:	2.81
	Metro B Hosting	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	TTR:	2.81
INC000000328815	Nathan Steimle	Network	Password	Office of Recovery Services Infc	TIR Missed: No	TIR:	0.68
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.83

Human Services

INC000000328819	Arnell Wamsley	None	None	None		TIR Missed:	No	TIR:	0.75
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed:	No	TTR:	0.78
INC000000328826	Heather Casutt	Print/Copy/Scan/Fax	Error Code	None		TIR Missed:	No	TIR:	0.00
Metro C Help Desk	Chuck Wilson	Human Services		Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000328828	Siaifa Aho	Application	Password	State Payroll Time Entry System		TIR Missed:	No	TIR:	0.00
Help Desk	Vicky Marrelli	Human Services		Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000328839	Justina Flesher	Network	None	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.04
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed:	No	TTR:	0.15
INC000000328840	Kay Layton	Application	Error	DB2 Query Management Facility		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed:	No	TTR:	0.03
INC000000328843	Justina Flesher	Network	None	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.02
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed:	No	TTR:	0.24
INC000000328851	Susan Riggs	Application	Error	Office of Recovery Services Info		TIR Missed:	No	TIR:	0.75
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed:	No	TTR:	1.84
INC000000328860	Susan Burnett	Application	None	BlueZone		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed:	No	TTR:	0.13
INC000000328901	Starr Foley	Application	Error	Novell GroupWise		TIR Missed:	Yes	TIR:	1.29
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed:	No	TTR:	1.31
INC000000328906	Bonnie Keough	Application	Password	Citrix ICA Client		TIR Missed:	Yes	TIR:	2.30
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed:	No	TTR:	2.30
INC000000328912	Melissa Foulger	Application	Password	Citrix ICA Client		TIR Missed:	No	TIR:	0.41
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed:	No	TTR:	0.41
INC000000328916	Tari Weaver	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.43
Metro B Desktop Support	Annice Valdez	Human Services		Low	Closed	TTR Missed:	No	TTR:	0.93
INC000000328930	Katie McEntire	Application	Error	None		TIR Missed:	No	TIR:	0.96
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed:	No	TTR:	1.27
INC000000328933	Lydia Velasquez	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.98
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed:	No	TTR:	1.02
INC000000328939	Lizzette Sauque	Application	Error	None		TIR Missed:	No	TIR:	0.97
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed:	No	TTR:	0.97
INC000000328962	Steve Hillabrant	Application	Password	None		TIR Missed:	No	TIR:	0.81
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed:	No	TTR:	0.92
INC000000328967	Darcee Blickfeldt	Application	Password	Novell ConsoleOne		TIR Missed:	No	TIR:	0.21
Metro D Help Desk	John Robinson	Human Services		Low	Closed	TTR Missed:	No	TTR:	0.21

Human Services

INC000000328978	Kelda Draper	None	None	None		TIR Missed:	Yes	TIR:	1.25
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed		TTR Missed:	No	TTR:	1.25
INC000000328983	Karma Limb	Application	None	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed:	No	TTR:	0.06
INC000000328991	Timaree Crandell	None	None	None		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000328993	Armanda Dzafic	Network	Password	None		TIR Missed:	No	TIR:	0.00
Metro C Help Desk	Chuck Wilson	Human Services	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000328995	Marla Mathisen	PC/Laptop	Hardware	None		TIR Missed:	Yes	TIR:	1.59
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed		TTR Missed:	No	TTR:	1.59
INC000000328997	Rashelle Butcher	None	None	DB2 Query Management Facility		TIR Missed:	No	TIR:	0.06
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed		TTR Missed:	No	TTR:	1.74
INC000000328999	London Robert	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed:	No	TTR:	0.03
INC000000329020	Kari Korous	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed		TTR Missed:	No	TTR:	0.37
INC000000329031	Jennifer Stone	Network	None	None		TIR Missed:	No	TIR:	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000329033	Lorilee Snyder	Application	Error	RSA SecurID Software Token		TIR Missed:	Yes	TIR:	1.08
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed:	No	TTR:	1.08
INC000000329034	Rick Ericksen	Network	None	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed:	No	TTR:	0.12
INC000000329041	Rick Ericksen	Network	None	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed:	No	TTR:	0.02
INC000000329050	Jennifer Oxborrow	None	None	None		TIR Missed:	No	TIR:	0.00
Metro D Help Desk	Doug Brown	Human Services	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000329067	John MacFarlane	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Metro C Help Desk	Chuck Wilson	Human Services	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000329072	Ed Whiting	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Metro D Help Desk	Doug Brown	Human Services	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000329082	Mark Davis	Application	Error	None		TIR Missed:	No	TIR:	0.00
Metro D North Desktop Support	Kim Ratushniak	Human Services	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000329085	Anna Cervantes	None	None	None		TIR Missed:	No	TIR:	0.00
Network Operations	Dave Bodily	Human Services	Low	Closed		TTR Missed:	No	TTR:	0.36

Human Services

INC000000329087	Alfred Iodice	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000329088	Brian bullock	None	None	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000329089	Victoria Young	None	None	None		TIR Missed: No	TIR:	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000329090	Abigail Levi	None	None	None		TIR Missed: No	TIR:	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000329091	Christine Banister	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000329092	Gary Hill	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000329093	John Marsh	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR:	1.84
	Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: No	TTR:	1.84
INC000000329096	D'Lyn Mayne	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000329097	Nicki Bidlack	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000329099	DeAnn Karratti	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000329116	Valerie King	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	TTR:	3.38
INC000000329121	Sean T Orton	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.00
	Voice Operations	Gail Christiansen	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000329126	Lucina Cervantes	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000329127	Nox Pilivi	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000329132	Pamela Goguen	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000329133	Pamela Goguen	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000329137	Christopher Pappas	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00

Human Services

INC000000329170	Phil Royall	None	None	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Michael Barth	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000329171	Camberlee Oveson	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000329172	Gerardo Cruz	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000329174	Marilyn Allred	None	None	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000329176	Lindsey Call	Network	Password	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	TTR:	0.51
INC000000329177	Jessie Robinson	Print/Copy/Scan/Fax	Queue	None		TIR Missed: Yes	TIR:	2.93
Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed		TTR Missed: No	TTR:	3.12
INC000000329181	Senituli Penitani	None	None	None		TIR Missed: Yes	TIR:	1.87
Metro B Desktop Support	Michael Barth	Human Services	Low	Closed		TTR Missed: Yes	TTR:	21.69
INC000000329183	Janetta Galloway	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Rodney Peterson	Human Services	Low	Closed		TTR Missed: Yes	TTR:	10.36
INC000000329190	Gerardo Cruz	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.70
Help Desk	Brenda Treadway	Human Services	Low	Closed		TTR Missed: No	TTR:	1.01
INC000000329191	Curtis Giles	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000329192	Kym Wilson	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000329193	Kym Wilson	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000329194	Susan Hendy	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000329195	Delayne Heinhold	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Mike Wilde	Human Services	Low	Closed		TTR Missed: No	TTR:	1.74
INC000000329196	Jim Bright	None	None	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000329197	Nancy Newman	Application	None	Cisco AnyConnect VPN Client		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000329223	Scott Olsen	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.78
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed		TTR Missed: No	TTR:	5.79

Human Services

Incident	Requester	Category	Type	CI	Status Line 1	Status Line 2	TIR/TTR Missed	Value
INC000000329231	Debra Asay	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.07
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	TTR:	0.26
INC000000329240	Spencer Hall	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro D Help Desk	John Robinson	Human Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000329247	Deanna Braunberger	None	None	Citrix ICA Client		TIR Missed: Yes	TIR:	2.66
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	TTR:	2.66
INC000000329274	Phyllis Rogerson	Telecom	None	None		TIR Missed: No	TIR:	0.06
	Voice Operations	Annette Nielsen	Human Services		Medium	Closed	TTR Missed: No	TTR:	
INC000000329274	Phyllis Rogerson	Telecom	None	None		TIR Missed: No	TIR:	0.00
	Voice Operations	Annette Nielsen	Human Services		Medium	Closed	TTR Missed: No	TTR:	
INC000000329276	Phyllis Rogerson	Telecom	None	None		TIR Missed: No	TIR:	0.04
	Voice Operations	Annette Nielsen	Human Services		Low	Closed	TTR Missed: No	TTR:	0.17
INC000000329278	Phyllis Rogerson	Telecom	None	None		TIR Missed: No	TIR:	0.10
	Voice Operations	Annette Nielsen	Human Services		Low	Closed	TTR Missed: No	TTR:	0.57
INC000000329280	Ken Matheson	Network	Password	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	TTR:	2.44
INC000000329281	Heber Tippetts	Application	Error	Novell GroupWise		TIR Missed: Yes	TIR:	1.27
	Metro A Desktop Support	Mike Wilde	Human Services		Low	Closed	TTR Missed: No	TTR:	1.27
INC000000329282	Travis Miller	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro D Help Desk	John Robinson	Human Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000329283	Susan Cleaver	Network	Password	Office of Recovery Services Info		TIR Missed: No	TIR:	0.16
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	TTR:	0.82
INC000000329286	Celeste LaBorde	Application	None	RSA SecurID Software Token		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	TTR:	0.13
INC000000329287	Stephanie Kenney	Application	None	BlueZone		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000329297	Debra Asay	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Help Desk	Eileen Dubach	Human Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000329301	Paul Jordan	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.26
	Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	TTR:	0.49
INC000000329315	Celeste LaBorde	Mainframe	Error	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	TTR:	0.05
INC000000329322	Angie Chavez	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.44
	Metro A Desktop Support	Mike Wilde	Human Services		Low	Closed	TTR Missed: Yes	TTR:	12.74

Human Services

INC000000329353	Diane Hannah	Application	None	SAFE	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000329358	Julie Mortensen	Application	Error	None	TIR Missed: Yes	TIR: 4.85
	Capitol Hosting	Mike Tyrrell	Human Services	Low	Closed	TTR Missed: No	TTR: 4.85
INC000000329371	Manu Taeoalii	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro D Help Desk	John Robinson	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000329375	Aggie Ypina	Mainframe	Password	None	TIR Missed: No	TIR: 0.19
	Operations Production Control	Lorraine Morgan	Human Services	Low	Closed	TTR Missed: No	TTR: 0.28
INC000000329376	Nancy Gould	Application	Password	Citrix ICA Client	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.03
INC000000329382	Mark Robertson	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.06
INC000000329391	Lori Ramos	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.15
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.25
INC000000329401	Marcia Fryer	Mainframe	Error	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.03
INC000000329417	Nancy Newman	None	None	PGP	TIR Missed: No	TIR: 0.62
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 1.52
INC000000329421	Sharla Bayles	Application	Password	Citrix ICA Client	TIR Missed: No	TIR: 0.08
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.82
INC000000329422	Maria Ponce	Application	None	Novell GroupWise	TIR Missed: No	TIR: 0.08
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.15
INC000000329432	LaRissa F Adams	PC/Laptop	Error	None	TIR Missed: No	TIR: 0.50
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 1.52
INC000000329439	Riley Nelson	Application	Password	Utah Master Directory	TIR Missed: No	TIR: 0.28
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.28
INC000000329444	Julie Taylor	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000329448	Jared Bunnell	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: Yes	TTR: 9.14
INC000000329450	Phyllis Rogerson	Telecom	None	None	TIR Missed: No	TIR: 0.11
	Voice Operations	Annette Nielsen	Human Services	Low	Closed	TTR Missed: No	TTR: 0.11
INC000000329451	Eva Clarke	Application	None	None	TIR Missed: No	TIR: 0.00
	Metro C Help Desk	Chuck Wilson	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00

Human Services

Incident	Requester / Group	Type	Category	Item			TIR Missed	TIR	TTR Missed	TTR
INC000000329463	Phyllis Rogerson	Telecom	None	None			No	0.12	No	0.12
	Voice Operations	Annette Nielsen	Human Services	Low	Closed					
INC000000329481	Phyllis Rogerson	Telecom	None	None			No	0.14	No	0.14
	Voice Operations	Annette Nielsen	Human Services	Low	Closed					
INC000000329488	Scott Richman	Network	None	IManager			No	0.00	No	2.79
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Closed					
INC000000329491	Phyllis Rogerson	Telecom	None	None			No	0.06	No	0.06
	Voice Operations	Annette Nielsen	Human Services	Low	Closed					
INC000000329496	Nickie Stocks	Network	Incident	Novell Client for 32-bit Windows			No	0.00	No	0.00
	Rural South Desktop Support	Scott Jesienouski	Human Services	Low	Closed					
INC000000329535	Dawn Mencarini	Network	Password	None			No	0.00	No	2.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed					
INC000000329541	Annette Robertson	None	None	None			No	0.10	No	1.03
	Metro A Help Desk	Cindy Schroeder	Human Services	Low	Closed					
INC000000329556	Diana Fuchs	Application	None	BlueZone			No	0.00	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed					
INC000000329563	Caron Hacker	None	None	Utah Performance Management			No	0.00	Yes	8.47
	Application Development	Casey Wardle	Human Services	Low	Closed					
INC000000329572	Penny Prodaniuk	Telecom	Voice Mail	Telephone			No	0.16	No	0.47
	Voice Operations	Annette Nielsen	Human Services	Low	Closed					
INC000000329581	Carlos Sylvanstoke	Network	Incident	None			No	0.00	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed					
INC000000329582	Gregg Julian	PC/Laptop	Password	None			No	0.17	No	0.22
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed					
INC000000329587	Sherri Hernandez	Application	Error	PGP			No	0.19	No	0.79
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed					
INC000000329589	Bret Hardy	Telecom	Voice Mail	Telephone			No	0.12	No	0.19
	Voice Operations	Annette Nielsen	Human Services	Low	Closed					
INC000000329594	Sharla Bayles	Network	Performance	Internet Explorer			No	0.00	No	0.00
	Metro D Help Desk	John Robinson	Human Services	Low	Closed					
INC000000329597	Travis Miller	Network	Error	Novell Client for 32-bit Windows			No	0.23	No	0.30
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed					
INC000000329598	Johnathan Rowley	None	None	None			No	0.00	No	0.00
	Metro D Help Desk	Doug Brown	Human Services	Low	Closed					

Human Services

INC000000329607	Suzy S Christopherson	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.01
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed		TTR Missed: No	TTR:	3.02
INC000000329615	Danielle White	None	None	None		TIR Missed: Yes	TIR:	3.54
Metro B Desktop Support	Jay Locker	Human Services	Low	Closed		TTR Missed: No	TTR:	3.85
INC000000329626	Susan Goodman	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.12
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	TTR:	0.48
INC000000329635	Thomas McCloud	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.17
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	TTR:	0.20
INC000000329640	Richard Schade	None	None	None		TIR Missed: No	TIR:	0.00
Metro D Help Desk	Jed Patrick	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000329647	Alisha Martinez	Application	Error	Safety Management System		TIR Missed: No	TIR:	0.15
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	TTR:	0.54
INC000000329671	Beth Oliver	Application	None	Microsoft Visio		TIR Missed: No	TIR:	0.36
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	TTR:	0.48
INC000000329679	Diane Bradford	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.32
Rural South Desktop Support	Meladye Shively	Human Services	Low	Closed		TTR Missed: No	TTR:	1.70
INC000000329690	Julianne Peterson	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.18
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	TTR:	0.74
INC000000329701	Bruce W Zylks	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000329711	Tracy Everett	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro D Help Desk	Doug Brown	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000329714	Brian Jones	Network	Incident	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000329721	Rod Talaeai	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.33
Metro B Desktop Support	Michael Barth	Human Services	Low	Closed		TTR Missed: Yes	TTR:	7.44
INC000000329737	Marcia Martineau	Application	Error	SAFE		TIR Missed: No	TIR:	0.53
Metro A Desktop Support	Mike Wilde	Human Services	Low	Closed		TTR Missed: Yes	TTR:	7.58
INC000000329738	Wendy Whiting	None	None	None		TIR Missed: No	TIR:	0.68
Operations Production Control	Christie Burnham	Human Services	Low	Closed		TTR Missed: No	TTR:	0.72
INC000000329743	Jessica M Irwin	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	TIR:	2.16
Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed		TTR Missed: No	TTR:	2.16
INC000000329758	Heather Treece	Network	Error	None		TIR Missed: No	TIR:	0.44
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	TTR:	0.48

Human Services

INC000000329759	Wendy Whiting	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000329760	Shelly Olsen	Application	None	Novell Messenger	TIR Missed: No	TIR:	0.98
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	1.13
INC000000329763	Rebecca Felt	Application	Error	Novell Messenger	TIR Missed: No	TIR:	0.44
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.48
INC000000329768	Shawna Peterson	PC/Laptop	None	None	TIR Missed: No	TIR:	0.38
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	TTR:	5.98
INC000000329791	Travis Ewing	Application	None	SAFE	TIR Missed: No	TIR:	0.58
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.71
INC000000329795	Jon Hawk	Application	None	Action Request System	TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000329797	Richard Youngberg	Network	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000329798	Elizabeth Knight	Print/Copy/Scan/Fax	None	None	TIR Missed: Yes	TIR:	1.43
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: Yes	TTR:	8.04
INC000000329805	Natalie Cornell	Application	None	SAFE	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000329806	Colleen Berrett	Application	None	BlueZone	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.11
INC000000329817	Mo Schannon	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000329818	Jilenne Gunther	Billing	None	Internet Explorer	TIR Missed: No	TIR:	0.47
	Metro B Desktop Support	Tom Hanson	Human Services	Low	Resolved	TTR Missed: Yes	TTR:	16.25
INC000000329822	Kingi Tonga	Application	Error	Medicaid Managed Care Systen	TIR Missed: No	TIR:	0.55
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.82
INC000000329827	James Faulkner	None	None	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: Yes	TTR:	6.55
INC000000329828	Heather Casutt	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000329841	Erin Liming	None	None	Utah Statewide Immunization In	TIR Missed: Yes	TIR:	4.07
	USIIS Tech Support	Yukiko Yoneoka	Human Services	Low	Closed	TTR Missed: No	TTR:	4.56
INC000000329854	Justin Seely	None	None	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00

Human Services

INC000000329856	Sharon R Harris	None	None	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000329857	Cathy Rueff	Network	None	None		TIR Missed: No	TIR:	0.47
Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed		TTR Missed: No	TTR:	0.47
INC000000329875	Nancy Stucki	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed		TTR Missed: No	TTR:	1.28
INC000000329910	Dirk Murdock	Application	Error	None		TIR Missed: No	TIR:	0.23
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	TTR:	1.14
INC000000329914	Whitney Weaver	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro D Help Desk	Doug Brown	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000329922	Shylo Pickeral	Application	None	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed		TTR Missed: No	TTR:	0.62
INC000000329927	Jana Gierisch	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.02
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed		TTR Missed: No	TTR:	1.17
INC000000329930	Mark Robertson	Mobile Devices	Error	BlackBerry Configuration		TIR Missed: No	TIR:	0.71
Application Services	Danielle Hood	Human Services	Low	Closed		TTR Missed: No	TTR:	2.09
INC000000329934	Frank Rees	Mobile Devices	Error	Droid		TIR Missed: No	TIR:	0.71
Application Services	Dustin Crump	Human Services	Low	Closed		TTR Missed: No	TTR:	0.89
INC000000329938	Barbara Gallegos	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro D Help Desk	Doug Brown	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000329939	Tom Sullivan	None	None	Internet Explorer		TIR Missed: No	TIR:	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000329953	Chaska Lance	Application	Password	PGP		TIR Missed: No	TIR:	0.23
Rural Central Desktop Support	Todd Hardy	Human Services	Low	Closed		TTR Missed: No	TTR:	6.00
INC000000329958	Melissa Baide	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Duane Hardy	Human Services	Low	Closed		TTR Missed: No	TTR:	0.04
INC000000329962	Richard Schade	Application	Error	Office of Recovery Services Info		TIR Missed: No	TIR:	0.00
Metro D Help Desk	John Robinson	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000329964	Debra Jewkes	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.02
Rural South Desktop Support	Doug Chaston	Human Services	Low	Closed		TTR Missed: No	TTR:	0.24
INC000000329967	Terry Anderson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.63
Metro B Desktop Support	Jay Locker	Human Services	Low	Closed		TTR Missed: No	TTR:	1.54
INC000000329972	Craig S Webb	Network	Password	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	TTR:	0.03

Human Services

INC000000329977	Richard Schade	Application	Password	BlueZone		TIR Missed: No	TIR:	0.00
Help Desk	Eileen Dubach	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000329982	Bart Mason	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.84
Metro B Desktop Support	Jay Locker	Human Services	Low	Closed		TTR Missed: No	TTR:	1.39
INC000000330001	Dennis Shepherd	Telecom	Call/Receive	Telephone		TIR Missed: No	TIR:	0.17
Voice Operations	Annette Nielsen	Human Services	Medium	Closed		TTR Missed: No	TTR:	0.35
INC000000330003	Linda Martinez	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.79
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed		TTR Missed: No	TTR:	1.43
INC000000330008	Linda Tripp	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR:	0.00
Metro D Help Desk	John Robinson	Human Services	Low	Closed		TTR Missed: No	TTR:	
INC000000330011	Morgan Earley	Application	Error	SAFE		TIR Missed: No	TIR:	0.38
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	TTR:	0.40
INC000000330019	Alena Hawkins	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed		TTR Missed: No	TTR:	2.57
INC000000330027	Kathryn Wright	Application	Error	SAFE		TIR Missed: No	TIR:	0.55
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	TTR:	0.65
INC000000330032	Jill V Bell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000330041	Kasia Brill	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed		TTR Missed: No	TTR:	1.84
INC000000330043	Brion Terry	None	None	BlueZone		TIR Missed: No	TIR:	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000330063	Rashelle Butcher	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	TIR:	0.14
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed		TTR Missed: No	TTR:	0.72
INC000000330097	Jill Bell	Application	Password	DB2 Query Management Facility		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000330104	Jenny Fuchs	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.02
Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved		TTR Missed: Yes	TTR:	75.18
INC000000330110	Jil Tooker	Application	Password	Citrix ICA Client		TIR Missed: No	TIR:	0.04
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	TTR:	0.07
INC000000330121	Daniel Hansen	Application	None	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	TTR:	0.30
INC000000330129	Jeramie Rasmussen	Application	Password	PGP		TIR Missed: No	TIR:	0.49
Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed		TTR Missed: No	TTR:	0.49

Human Services

INC000000330130	Judy Hull	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.29
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.36

INC000000330144	Cristina Pena	Application	None	Action Request System		TIR Missed: No	TIR:	0.03
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	TTR:	0.03

INC000000330165	Brion Terry	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.00
Metro C Help Desk	Chuck Wilson	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000330174	Suitofo Fagatele	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.11
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.17

INC000000330188	Toni Mortensen	None	None	None		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000330192	Penelope Weiss	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	TTR:	0.64

INC000000330193	Toni Mortensen	Application	None	BlueZone		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000330194	Deanna Braunberger	Application	None	Citrix ICA Client		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.23

INC000000330214	Danette L Larsen	None	None	None		TIR Missed: No	TIR:	0.00
Network Operations	Dave Bodily	Human Services	Low	Closed	TTR Missed: Yes	TTR:	24.25

INC000000330217	Kris Rawle	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000330218	Charlene Wilde	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000330219	John LaCognata	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000330220	John LaCognata	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000330221	Laura Clark	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000330238	April Graham	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000330242	Rashelle Butcher	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000330245	Corrie Miera	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00

Human Services

INC000000330246	Kurtis Bacciocco	None	None	None		TIR Missed: Yes	TIR: 2.54
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 2.63
INC000000330251	Judy A Peterson	Application	Password	Cisco AnyConnect VPN Client		TIR Missed: No	TIR: 0.00
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.04
INC000000330252	Coby Drake	Application	None	RSA SecurID Software Token		TIR Missed: No	TIR: 0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000330263	Spencer Hall	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.09
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.11
INC000000330269	Debra Asay	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.21
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.32
INC000000330271	Cindy M Christensen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.20
Metro C Desktop Support		Ken Knobel	Human Services	Low	Closed	TTR Missed: No	TTR: 2.27
INC000000330272	Tami Jensen-Rivera	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.37
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.72
INC000000330284	Joye Downey	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.05
Voice Operations		Annette Nielsen	Human Services	Low	Closed	TTR Missed: No	TTR: 1.13
INC000000330287	Bronson Black	Application	Error	SAFE		TIR Missed: No	TIR: 0.00
Rural Central Desktop Support		Colin Bodkin	Human Services	Low	Closed	TTR Missed: No	TTR: 0.85
INC000000330315	Cindy M Christensen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
Metro C Help Desk		Ross Owen	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000330323	Angie Romero	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR: 0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000330326	Jessica M Irwin	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.09
Metro B Help Desk		Janet Hongsyvilay	Human Services	Medium	Closed	TTR Missed: No	TTR: 0.15
INC000000330328	Traci Wilde	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
Metro D Help Desk		Jed Patrick	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000330331	Jill Colvin	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.80
Metro B Desktop Support		Michael Barth	Human Services	Low	Closed	TTR Missed: No	TTR: 0.80
INC000000330332	Dawna Angus	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
Metro C Help Desk		Reed Stohel	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000330339	Karla Sedillo	Application	Password	Novell GroupWise		TIR Missed: No	TIR: 0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000330346	Deanna Young	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.28
Voice Operations		Annette Nielsen	Human Services	Low	Closed	TTR Missed: No	TTR: 0.36

Human Services

INC000000330349	Craig Walters	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000330355	Craig Walters	Network	Error	None	TIR Missed:	No	TIR:	0.13
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.18
INC000000330361	Stephanie Kenney	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	TIR:	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000330362	Susan Llewellyn	Network	Error	None	TIR Missed:	No	TIR:	0.10
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.22
INC000000330364	Julie Taylor	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro D Help Desk	Doug Brown	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000330367	Kurtis Bacciocco	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.02
INC000000330370	Stacy Gibson	Network	Password	None	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.02
INC000000330371	Jared Bunnell	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.05
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.08
INC000000330392	Susie Prince	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.04
INC000000330401	John Bonnett	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.56
INC000000330409	Staci Loosemore	Application	None	Citrix ICA Client	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000330410	Ryan Stark	Application	None	Citrix ICA Client	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000330412	Janell Pugh	Application	None	Citrix ICA Client	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000330413	Colette Tasker	Application	None	Citrix ICA Client	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000330414	Brad Parker	Application	None	Citrix ICA Client	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000330415	Adrianna Pahulu	Application	None	Citrix ICA Client	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000330416	Casey Stillman	Application	None	Action Request System	TIR Missed:	No	TIR:	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00

Human Services

Incident	Name / Group	Category	Type	Product	Priority	Status	TIR/TTR Missed	Value
INC000000330421	Wilton Lolofie	None	None	None			TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Michael Barth	Human Services		Low	Closed	TTR Missed: Yes	TTR: 8.93
INC000000330431	Matthew Froelich	Network	Incident	Novell GroupWise			TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services		Low	Closed	TTR Missed: Yes	TTR: 27.28
INC000000330436	Rochelle T Davis	None	None	BlueZone			TIR Missed: No	TIR: 0.18
	Operations Production Control	Christie Burnham	Human Services		Low	Closed	TTR Missed: No	TTR: 0.33
INC000000330440	Brooke Zamora	Application	None	Citrix ICA Client			TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000330442	Daniel Nuttall	Application	None	Citrix ICA Client			TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000330445	Linda Bassett	Application	None	Citrix ICA Client			TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000330448	Morgan Earley	Application	None	Citrix ICA Client			TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000330449	Minhvan Thach	Application	None	Citrix ICA Client			TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000330451	Stormey Goddard	Application	None	Citrix ICA Client			TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000330452	Kay Layton	Network	Performance	None			TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	TTR: 1.65
INC000000330453	Amberlee Davis	Application	None	Citrix ICA Client			TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000330457	Bethany Votroubek	Application	None	Citrix ICA Client			TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000330459	Jill V Bell	Application	None	Citrix ICA Client			TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000330462	Jason Haber	Application	None	Citrix ICA Client			TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000330464	Nathan Nielsen	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR: 0.00
	Help Desk	Brenda Treadway	Human Services		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000330469	Andrea Frandsen	None	None	None			TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services		Low	Closed	TTR Missed: Yes	TTR: 26.53
INC000000330470	Tausoa Snead	None	None	None			TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	TTR: 0.22

Human Services

INC000000330491	Kathy Ruffus	Network	Performance	None			TIR Missed: No	TIR:	0.18
Metro B Desktop Support	Michael Barth	Human Services		Low	Closed		TTR Missed: No	TTR:	0.18
INC000000330501	Judy Hull	None	None	None			TIR Missed: No	TIR:	0.00
Metro D Help Desk	Jed Patrick	Human Services		Low	Closed		TTR Missed: No	TTR:	0.00
INC000000330505	Eric Jenkins	PC/Laptop	None	None			TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Human Services		Low	Closed		TTR Missed: No	TTR:	0.57
INC000000330507	Joan Kesler	Application	None	Novell GroupWise			TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed		TTR Missed: No	TTR:	0.16
INC000000330522	Lory Pond	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	TIR:	0.00
Help Desk	Eileen Dubach	Human Services		Low	Closed		TTR Missed: No	TTR:	0.00
INC000000330525	Tom Medina	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway	Human Services		Low	Closed		TTR Missed: No	TTR:	0.00
INC000000330537	John Perkins	PC/Laptop	None	None			TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Human Services		Low	Closed		TTR Missed: No	TTR:	0.28
INC000000330545	Ruth Hauser	Print/Copy/Scan/Fax	None	None			TIR Missed: No	TIR:	0.08
Metro B Desktop Support	Cindy Reed	Human Services		Low	Resolved		TTR Missed: No	TTR:	2.46
INC000000330546	April Conti	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed		TTR Missed: No	TTR:	0.01
INC000000330550	Sarah Lake	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed		TTR Missed: No	TTR:	0.02
INC000000330557	Theresa L Mathis	None	None	None			TIR Missed: No	TIR:	0.12
Metro D North Desktop Support	Ruston McKay	Human Services		Low	Closed		TTR Missed: No	TTR:	0.12
INC000000330558	Nancy Newman	Application	Error	Content Manager			TIR Missed: No	TIR:	0.03
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed		TTR Missed: No	TTR:	0.05
INC000000330569	Nancy Newman	PC/Laptop	None	None			TIR Missed: No	TIR:	0.04
Metro B Desktop Support	Annice Valdez	Human Services		Low	Closed		TTR Missed: No	TTR:	0.83
INC000000330584	Jorden Czech	Application	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.10
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed		TTR Missed: No	TTR:	0.12
INC000000330605	Roxanne Scoggan	Application	Error	DWS Web			TIR Missed: No	TIR:	0.17
Application Support - Data Warehou	Blaine Campbell	Human Services		Low	Closed		TTR Missed: No	TTR:	1.29
INC000000330607	Pam Nacario	Application	Error	Microsoft Word			TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ryan Casey	Human Services		Low	Closed		TTR Missed: No	TTR:	
INC000000330609	Tim Roberts	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed		TTR Missed: No	TTR:	0.00

Human Services

INC000000330616	Kim L Anderson	Application	Reporting	SAFE	TIR Missed: No	TIR:	0.14
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR:	0.30
INC000000330625	Barry Richards	Application	Reporting	None	TIR Missed: No	TIR:	0.09
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	2.33
INC000000330629	Dawn Mencarini	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000330645	Rebecca Skinner	None	None	Telephone	TIR Missed: No	TIR:	0.24
Voice Operations	Lois Schow	Human Services	Low	Closed	TTR Missed: No	TTR:	0.38
INC000000330646	Daniel Hansen	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000330655	Terrie Basinger	PC/Laptop	Performance	SAFE	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000330659	Leslie Howell	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR:	0.26
Metro D North Desktop Support	Kathleen Gill	Human Services	Low	Closed	TTR Missed: Yes	TTR:	6.89
INC000000330661	Rochelle T Davis	None	None	BlueZone	TIR Missed: No	TIR:	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000330666	Jana Gierisch	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
Application Services	Tony Larsen	Human Services	Low	Closed	TTR Missed: No	TTR:	3.92
INC000000330673	Kris Allen	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.46
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.85
INC000000330687	Linda Taylor	None	None	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	TTR:	0.65
INC000000330690	Justina Flesher	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.30
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.33
INC000000330696	Jeanne Finefeuiaki	None	None	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	TTR:	1.84
INC000000330708	Joann Murphy	Network	Password	None	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000330726	Susan Goodman	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR:	0.11
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR:	0.49
INC000000330734	Jill Colvin	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.13
INC000000330739	Lynn Sanderson	Application	Error	Microsoft Office	TIR Missed: No	TIR:	0.26
Metro B Desktop Support	Tom Hanson	Human Services	Low	Closed	TTR Missed: Yes	TTR:	14.32

Human Services

INC000000330742	Jorden Czech	Application	Password	Citrix ICA Client	TIR Missed: No	TIR:	0.47
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.49
INC000000330763	Kristy Plaskett	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.20
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.30
INC000000330764	Bonnie Northrup	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000330789	April Conti	Network	Password	None	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR:	0.10
INC000000330802	Lindsey Ross	Application	Password	Novell Messenger	TIR Missed: No	TIR:	0.06
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.09
INC000000330807	Charlene Wilde	Network	Incident	Novell ConsoleOne	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.18
INC000000330813	Nickie Stocks	None	None	None	TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Doug Thornton	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000330847	Sabrina Fivas	Application	Error	SAFE	TIR Missed: No	TIR:	0.04
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.49
INC000000330861	Shanel Long	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000330869	Geri Jones	None	None	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000330873	Wendy Whiting	Application	Error	Novell GroupWise	TIR Missed: Yes	TIR:	3.00
Metro A Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: No	TTR:	3.00
INC000000330880	Cheryl J Larson	Application	Error	SAFE	TIR Missed: No	TIR:	0.03
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	TTR:	3.11
INC000000330901	Kathryn Wright	Application	Error	Safety Management System	TIR Missed: No	TIR:	0.06
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.14
INC000000330903	Kathie Lilenquist	Network	Error	None	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR:	0.52
INC000000330911	Wendy Whiting	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000330913	Carrie Worthen	Mainframe	Error	None	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR:	0.40
INC000000330917	Justina Flesher	Network	None	Novell ConsoleOne	TIR Missed: No	TIR:	0.22
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.22

Human Services

INC000000330922	Manuel Romero	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR:	0.18
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.46
INC000000330924	Jennifer Peters	Telecom	None	None	TIR Missed: No	TIR:	0.31
	Voice Operations	Annette Nielsen	Human Services	Low	Closed	TTR Missed: No	TTR:	0.31
INC000000330925	Margerita Maybee	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000330930	Kris Piz	Application	None	None	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000330934	Karrie Palmer	Application	Password	Utah Master Directory	TIR Missed: No	TIR:	0.24
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	TTR:	0.24
INC000000330935	Susan Burnett	Mainframe	Error	BlueZone	TIR Missed: Yes	TIR:	2.54
	ORS Case Imaging	Dan Barrett	Human Services	Low	Closed	TTR Missed: No	TTR:	2.54
INC000000330939	Wendy G Watson	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR:	0.09
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.15
INC000000330940	Pat Carter	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000330952	Susan Martell	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000330955	Monica Fisher	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000330956	Rich Sallstrom	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000330957	Marty Shannon	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR:	0.12
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.37
INC000000330960	Mallory Parry	Mobile Devices	None	None	TIR Missed: No	TIR:	0.56
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	TTR:	0.73
INC000000330972	Jessica Jonas	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000330977	Susan Llewellyn	Application	None	None	TIR Missed: No	TIR:	0.61
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	1.69
INC000000330980	Julie Williams	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000330985	Marty Robins	None	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	TTR:	

Human Services

INC000000330990	John Kerr	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro D Help Desk	Doug Brown	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000330993	Beverly Hart	Telecom	Call/Receive	None	TIR Missed:	No	TIR:	0.36
Voice Operations	Annette Nielsen	Human Services	Low	Closed	TTR Missed:	No	TTR:	1.10
INC000000331000	Donelle Clements	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000331003	Holly Freestone	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000331004	Kerry Hansen	None	None	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000331009	Annie Baum	PC/Laptop	Hardware	None	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed:	No	TTR:	1.27
INC000000331016	Ron Wilkey	Application	Error	ZENworks for Desktops	TIR Missed:	No	TIR:	0.00
Metro B Desktop Support	Tom Hanson	Human Services	Low	Closed	TTR Missed:	Yes	TTR:	6.37
INC000000331019	Lori Butler	None	None	Utah Criminal Justice Informatio	TIR Missed:	No	TIR:	0.61
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.74
INC000000331021	Debbie Stevens	None	None	RSA SecurID Software Token	TIR Missed:	No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000331027	Ted Walker	Telecom	None	Telephone	TIR Missed:	No	TIR:	0.49
Order Desk	Alicia Zenner	Human Services	Low	Closed	TTR Missed:	No	TTR:	3.05
INC000000331034	Xia Litz	Telecom	Voice Mail	Telephone	TIR Missed:	No	TIR:	0.12
Voice Operations	Annette Nielsen	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.47
INC000000331036	Joann Naylor	Telecom	Feature	Telephone	TIR Missed:	No	TIR:	0.42
Order Desk	Alicia Zenner	Human Services	Low	Closed	TTR Missed:	No	TTR:	2.99
INC000000331038	Jenny Fuchs	Application	Password	PGP	TIR Missed:	Yes	TIR:	1.17
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	1.20
INC000000331052	Thelma Sorensen	PC/Laptop	Hardware	None	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000331058	Julie Lail	Application	None	Novell GroupWise	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000331059	Rod Talaeai	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro D Help Desk	Doug Brown	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000331066	Jenna Leishman	None	None	SAFE	TIR Missed:	No	TIR:	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00

Human Services

INC000000331117	Valene Gibbs	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000331138	Andrea Strode	None	None	None	TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.19
INC000000331144	Kathy Tollett	None	None	PGP	TIR Missed:	Yes	TIR:	1.45
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	3.11
INC000000331146	Jeralyn Morrison	None	None	Office of Recovery Services Info	TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000331153	Ed Whiting	Application	Reporting	None	TIR Missed:	No	TIR:	0.05
	Metro D North Desktop Support	Kathleen Gill	Human Services	Low	Closed	TTR Missed:	No	TTR:	1.35
INC000000331196	Pam Nacario	Telecom	None	None	TIR Missed:	No	TIR:	0.00
	Voice Operations	Annette Nielsen	Human Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000331198	Kathy Tollett	Network	Password	None	TIR Missed:	Yes	TIR:	1.47
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed:	No	TTR:	1.47
INC000000331262	Lauren Westover	None	None	None	TIR Missed:	No	TIR:	0.00
	Capitol Hosting	Conn Peterson	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000331263	June Matuauto	None	None	None	TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000331268	Nancy Newman	Application	None	Novell Messenger	TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000331269	Charlene Wilde	Network	Incident	Novell ConsoleOne	TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	Yes	TTR:	11.00
INC000000331270	Sherri Hernandez	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000331271	Ben Ukoh-Eke	Network	Incident	Novell ConsoleOne	TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000331281	Gaye A Holt	Application	Error	PGP	TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.54
INC000000331284	Leticia Dardon	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000331285	Pauletta Worthen	None	None	None	TIR Missed:	No	TIR:	0.46
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	1.76
INC000000331286	Alden Carroll	None	None	Office of Recovery Services Info	TIR Missed:	No	TIR:	0.06
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.16

Human Services

INC000000331295	Mario Ramos	None	None	BlueZone		TIR Missed:	No	TIR:	0.06
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed:	No	TTR:	0.31
INC000000331325	Natalie Cornell	Mobile Devices	Error	None		TIR Missed:	No	TIR:	0.15
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed:	No	TTR:	0.69
INC000000331332	Ginger Jacobsen	Print/Copy/Scan/Fax	None	None		TIR Missed:	Yes	TIR:	10.44
Metro B Desktop Support	Michael Barth	Human Services		Low	Closed	TTR Missed:	Yes	TTR:	10.44
INC000000331348	Ed Whiting	Application	Error	Cisco AnyConnect VPN Client		TIR Missed:	No	TIR:	0.00
Metro D Help Desk	Doug Brown	Human Services		Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000331351	Mary Ferrell	Application	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Help Desk	Vicky Marrelli	Human Services		Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000331352	Craig L Povey	Mobile Devices	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.44
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed:	No	TTR:	0.47
INC000000331357	Nancy Newman	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.45
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed:	No	TTR:	0.59
INC000000331360	Sara Harris	Application	Password	Novell GroupWise		TIR Missed:	No	TIR:	0.56
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed:	No	TTR:	0.71
INC000000331364	Dawna Angus	None	None	Office of Recovery Services Info		TIR Missed:	No	TIR:	0.37
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed:	No	TTR:	0.60
INC000000331368	Ellen Weaver	Application	Password	Office of Recovery Services Info		TIR Missed:	No	TIR:	0.31
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed:	No	TTR:	0.37
INC000000331376	Tammy W Harris	Network	Password	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed:	No	TTR:	0.12
INC000000331378	Jackie L Pettis	Application	Password	DB2 Query Management Facility		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed:	No	TTR:	0.02
INC000000331389	Linda Bassett	Application	Reporting	None		TIR Missed:	No	TIR:	0.46
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed:	No	TTR:	1.00
INC000000331392	Sonia Christian	Application	Error	None		TIR Missed:	No	TIR:	0.60
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed:	No	TTR:	0.73
INC000000331394	Kritsana Imvitaya	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.69
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed:	No	TTR:	0.99
INC000000331400	Eva Clarke	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Metro C Help Desk	Chuck Wilson	Human Services		Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000331408	Mary Ferrell	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Metro D Help Desk	Jed Patrick	Human Services		Low	Closed	TTR Missed:	No	TTR:	0.00

Human Services

INC000000331412	Annie Beecher	Application	None	None		TIR Missed: No	TIR:	0.10
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	TTR:	0.10
INC000000331426	Shannon Brennan	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.53
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	2.48
INC000000331431	Lauren Judd	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.46
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	TTR:	0.46
INC000000331438	Tracy Cundick	Application	Reporting	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.44
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.57
INC000000331439	Gaye A Holt	Application	Reporting	Microsoft Word		TIR Missed: No	TIR:	0.50
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	TTR:	2.23
INC000000331440	LuAnne Endres	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000331441	Chuck Berglund	PC/Laptop	Password	None		TIR Missed: No	TIR:	0.72
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Medium	Closed	TTR Missed: No	TTR:	0.72
INC000000331467	Lauren Judd	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000331478	Lori Ramos	Application	None	BlueZone		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	1.13
INC000000331483	Mallory Parry	Application	Password	Citrix ICA Client		TIR Missed: No	TIR:	0.22
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.27
INC000000331486	Justina Flesher	None	None	None		TIR Missed: No	TIR:	0.54
	Operations Production Control	Lorraine Morgan	Human Services	Low	Closed	TTR Missed: No	TTR:	0.54
INC000000331497	Justina Flesher	Network	None	Novell Client for 32-bit Windows		TIR Missed: Yes	TIR:	2.22
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: Yes	TTR:	8.48
INC000000331500	Dan Chatterton	None	None	Microsoft Windows Operating S		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	TTR:	2.44
INC000000331505	Geneil Young	Network	Incident	None		TIR Missed: No	TIR:	0.40
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR:	0.88
INC000000331526	Tammy Knight	Application	Password	Citrix ICA Client		TIR Missed: No	TIR:	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000331534	Carol Graway	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.31
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.46
INC000000331542	Justina Flesher	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.25
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.32

Human Services

INC000000331553	Karen Hill	Application	Password	Citrix ICA Client		TIR Missed: No	TIR: 0.31
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	TTR: 0.42
INC000000331558	Lori Ramos	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.02
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed		TTR Missed: Yes	TTR: 6.34
INC000000331563	Scott Weight	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000331567	Starr Foley	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.11
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	TTR: 1.27
INC000000331574	Justina Flesher	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.04
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	TTR: 1.17
INC000000331605	Cheryl J Larson	Application	None	None		TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed		TTR Missed: No	TTR: 0.89
INC000000331606	Ceci Castillo	None	None	None		TIR Missed: No	TIR: 0.00
Operations Production Control	Duane Hardy	Human Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000331610	Kim L Anderson	Application	None	SAFE		TIR Missed: Yes	TIR: 1.06
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	TTR: 1.09
INC000000331629	Kevin Kilburn	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
Metro D Help Desk	Doug Brown	Human Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000331630	Valerie King	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.82
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed		TTR Missed: No	TTR: 4.04
INC000000331632	Kathy Tollett	Network	Incident	None		TIR Missed: No	TIR: 0.84
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	TTR: 0.94
INC000000331634	Shylo Pickeral	Network	Password	Citrix ICA Client		TIR Missed: No	TIR: 0.94
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	TTR: 0.96
INC000000331654	Preston Freitas	Network	Incident	None		TIR Missed: No	TIR: 0.98
Capitol Hosting	Mike Tyrrell	Human Services	Low	Closed		TTR Missed: No	TTR: 0.98
INC000000331657	Chantle Burrell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.54
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	TTR: 0.62
INC000000331687	Justina Flesher	None	None	None		TIR Missed: No	TIR: 0.47
Operations Production Control	Lorraine Morgan	Human Services	Low	Closed		TTR Missed: No	TTR: 0.77
INC000000331709	Michael Blakey	None	None	None		TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000331725	Justina Flesher	None	None	None		TIR Missed: No	TIR: 0.10
Operations Production Control	Lorraine Morgan	Human Services	Low	Closed		TTR Missed: No	TTR: 0.30

Human Services

INC000000331737	Cara Durfee	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.30
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.40
INC000000331740	Connie Poore	None	None	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000331742	Julia K Johnson	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.22
INC000000331743	Becky Snider	None	None	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000331744	Verla Roach	None	None	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000331748	Lea Reaves	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.28
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR:	0.62
INC000000331761	Yanoula Dounias	None	None	None	TIR Missed: No	TIR:	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000331762	Mary Hoffman	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro D Help Desk	Doug Brown	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000331766	Janette Harris	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000331767	Eliana Downing	Application	Error	Utah Performance Management	TIR Missed: Yes	TIR:	1.29
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	1.43
INC000000331769	Brittany Coleman	Application	Reporting	Utah Master Directory	TIR Missed: Yes	TIR:	1.42
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	1.49
INC000000331776	Sheila Shumway	None	None	Office of Recovery Services Info	TIR Missed: Yes	TIR:	1.25
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	1.34
INC000000331778	Ericka Turner	None	None	None	TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000331791	Ernest Cuatto	None	None	Internet Explorer	TIR Missed: Yes	TIR:	4.64
Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: No	TTR:	4.64
INC000000331796	Belinda Hurst	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Meladye Shively	Human Services	Low	Closed	TTR Missed: No	TTR:	2.96
INC000000331799	Justina Flesher	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.88
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	1.00
INC000000331803	Todd Thayn	Application	Error	BlueZone	TIR Missed: No	TIR:	0.37
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR:	0.37

Human Services

INC000000331809	Jackie Southwick	Telecom	Hardware	Telephone		TIR Missed: No	TIR: 0.19
Voice Operations	Annette Nielsen	Human Services	Low	Closed		TTR Missed: No	TTR: 0.19
INC000000331813	Tari Weaver	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.33
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed		TTR Missed: No	TTR: 2.26
INC000000331814	David A Jones	Application	Error	SAFE		TIR Missed: No	TIR: 0.65
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	TTR: 0.72
INC000000331866	Justina Flesher	None	None	None		TIR Missed: No	TIR: 0.64
Operations Production Control	Lorraine Morgan	Human Services	Low	Closed		TTR Missed: No	TTR: 0.78
INC000000331882	Peter Johansson	Application	Error	None		TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed		TTR Missed: No	TTR: 4.36
INC000000331907	Philicia Thomas	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.30
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	TTR: 0.51
INC000000331909	Diana Fuchs	Application	None	BlueZone		TIR Missed: No	TIR: 0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	TTR: 0.21
INC000000331923	Todd M Smith	None	None	None		TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000331932	Laureen Wilson	Network	Incident	None		TIR Missed: No	TIR: 0.37
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	TTR: 2.94
INC000000331934	Laureen Wilson	Application	Reporting	None		TIR Missed: No	TIR: 0.35
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	TTR: 2.92
INC000000331935	Justina Flesher	None	None	None		TIR Missed: No	TIR: 0.09
Operations Production Control	Lorraine Morgan	Human Services	Low	Closed		TTR Missed: No	TTR: 0.15
INC000000331963	Shirley Bleazard	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Human Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000331978	Christina Humpherys	None	None	BlueZone		TIR Missed: No	TIR: 0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000331981	Janet Froelich	Application	None	BlueZone		TIR Missed: No	TIR: 0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	TTR: 0.04
INC000000331983	Deborah Sirles	Application	Error	Utah Criminal Justice Informatio		TIR Missed: No	TIR: 0.09
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	TTR: 0.24
INC000000332008	Anna Lameman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.29
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	TTR: 0.42
INC000000332015	Eva Clarke	None	None	None		TIR Missed: No	TIR: 0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Closed		TTR Missed: No	TTR: 0.00

Human Services

INC000000332028	Karen Grenz	Application	Error	Adobe Acrobat		TIR Missed: No	TIR:	0.15
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.53
INC000000332051	Wendy Cottrell	None	None	None		TIR Missed: No	TIR:	0.14
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR:	0.58
INC000000332081	Lynnanne Lewis	None	None	None		TIR Missed: Yes	TIR:	1.46
Application Support		Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	TTR:	1.55
INC000000332114	Debbie Booth	Application	Password	Citrix ICA Client		TIR Missed: No	TIR:	0.00
Metro D Help Desk		Doug Brown	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000332127	Joshua Andresen	None	None	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	1.77
INC000000332129	Kris Rawle	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000332130	Justina Flesher	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support		Annice Valdez	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000332132	Alex Day	None	None	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000332133	Connie L Carlson	None	None	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support		Robert Case	Human Services	Low	Closed	TTR Missed: No	TTR:	0.91
INC000000332136	Julie Mortensen	None	None	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000332137	Donelle Clements	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support		Ruston McKay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000332138	Kathy Wilcox	None	None	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000332144	Mary Ferrell	Application	Reporting	Microsoft Excel		TIR Missed: No	TIR:	0.27
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR:	0.93
INC000000332166	Anna Owen	Application	Reporting	Novell Messenger		TIR Missed: No	TIR:	0.40
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.77
INC000000332172	Deborah Boucha	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Help Desk		Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000332177	Tammy W Harris	PC/Laptop	Password	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000332179	Zinna Burks	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Help Desk		Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00

Human Services

INC000000332186	Susan Riggs	Application	Error	Office of Recovery Services Info	TIR Missed:	No	TIR:	0.49
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	TTR:	0.74
INC000000332188	Lindsay Harris	Application	Error	BMC Capacity Management Ess	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	TTR:	0.03
INC000000332193	Karen C Andersen	Application	Error	BlueZone	TIR Missed:	No	TIR:	0.43
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	TTR:	2.09
INC000000332203	Lory Pond	Application	None	Adobe Contribute	TIR Missed:	No	TIR:	0.00
Application Support	Justin Rasmussen	Human Services		Low	Closed	TTR Missed: No	TTR:	1.33
INC000000332205	Deann Taylor	PC/Laptop	Password	None	TIR Missed:	No	TIR:	0.13
Metro D North Desktop Support	Ryan Casey	Human Services		Low	Closed	TTR Missed: No	TTR:	0.13
INC000000332226	Royce Webb	Application	Password	Citrix ICA Client	TIR Missed:	No	TIR:	0.39
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	TTR:	0.45
INC000000332235	Charles Bentley	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	TIR:	0.45
Metro B Desktop Support	Jay Locker	Human Services		Low	Closed	TTR Missed: No	TTR:	1.88
INC000000332247	Toni Mortensen	Application	None	Adobe Flash	TIR Missed:	No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Human Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000332253	Jeri Boyle	Application	Error	None	TIR Missed:	No	TIR:	0.16
Operations Production Control	Cal Brinton	Human Services		Low	Closed	TTR Missed: No	TTR:	0.16
INC000000332295	Jeanine Taylor	Application	Error	Novell GroupWise	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	TTR:	0.04
INC000000332303	Chris Morton	None	None	None	TIR Missed:	No	TIR:	0.00
Application Services	Tony Larsen	Human Services		Low	Closed	TTR Missed: No	TTR:	1.02
INC000000332329	Mark Scott	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000332338	Jennifer Jones	PC/Laptop	Hardware	None	TIR Missed:	No	TIR:	0.04
Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed: No	TTR:	4.25
INC000000332342	Lori Ramos	Application	Error	Office of Recovery Services Info	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	TTR:	0.02
INC000000332354	Jennifer Jones	None	None	None	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	TTR:	0.02
INC000000332355	Stormey Goddard	None	None	Citrix ICA Client	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000332361	Pat Peterson	Telecom	Voice Mail	None	TIR Missed:	No	TIR:	0.28
Voice Operations	Annette Nielsen	Human Services		High	Closed	TTR Missed: No	TTR:	0.32

Human Services

INC000000332366	Nancy Stucki	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000332376	Lindsay Gonzalez	PC/Laptop	Password	None		TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000332379	Mindy Kelsey	None	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro C Help Desk	Chuck Wilson	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000332397	Laura Davis Werner	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000332424	DeAnn Karratti	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000332437	Barbara Aker	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.39
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	TTR:	1.02
INC000000332452	Janet Culpepper	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000332461	Annette Perkins	None	None	DB2 Query Management Facility		TIR Missed: No	TIR:	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000332477	Kathy Wilcox	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.44
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.51
INC000000332488	Mack McDonald	Mobile Devices	Error	Droid		TIR Missed: No	TIR:	0.66
	Application Services	Danielle Hood	Human Services	Low	Resolved	TTR Missed: Yes	TTR:	6.56
INC000000332495	Johnathan Rowley	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000332504	Cory Bird	Application	Error	None		TIR Missed: No	TIR:	0.74
	Metro D North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: Yes	TTR:	6.89
INC000000332505	Dorthea Miles	Application	Error	Novell GroupWise 32-bit Window		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000332512	Lorri Steadman	Network	Incident	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000332519	John S Larsen	Network	Incident	None		TIR Missed: No	TIR:	0.93
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	TTR:	2.49
INC000000332525	Nicholas Manookin	Application	Reporting	None		TIR Missed: No	TIR:	0.92
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	1.40
INC000000332549	Heidi Trujillo	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00

Human Services

INC000000332550	Barbara Aker	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.07
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.07
INC000000332551	Katie DeGroot	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000332553	Kathy Anderson	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000332577	Marty Robins	None	None	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	TTR:	
INC000000332587	Laraine Sheen	None	None	None		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000332610	Susan Hendy	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.11
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	TTR:	2.28
INC000000332629	Patti VanWagoner	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.20
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed: No	TTR:	1.93
INC000000332632	Amelia Brewster	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.16
	Voice Operations	Annette Nielsen	Human Services	Low	Closed	TTR Missed: No	TTR:	0.19
INC000000332633	Kimberly Fuit	Application	Password	Citrix ICA Client		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000332646	Tom Sullivan	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000332655	Ashley Flinders	Application	None	Citrix ICA Client		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000332657	Trina Perry	Network	Incident	None		TIR Missed: No	TIR:	0.65
	Voice/Data/WAN Services	Art Scott	Human Services	Low	Closed	TTR Missed: No	TTR:	0.65
INC000000332658	Bridget Romney	Application	None	Citrix ICA Client		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000332659	Christopher Stock	Billing	None	Citrix ICA Client		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000332660	Chad Woodruff	Application	None	Citrix ICA Client		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000332661	Dave Berryman	Application	None	Citrix ICA Client		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000332663	Joseph Leiker	Application	None	Citrix ICA Client		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00

Human Services

INC000000332665	Rodney Brown	Application	None	Citrix ICA Client		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000332666	Suzanne Beckstead	Application	None	Citrix ICA Client		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000332667	Tasha Cheramie	Application	None	Citrix ICA Client		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000332674	Carol Kendall	Network	Password	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000332677	Karen A Elliott	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.07
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.80
INC000000332683	Darcee Blickfeldt	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.48
	Metro A Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: Yes	TTR:	9.33
INC000000332686	Trina Perry	None	None	None		TIR Missed: No	TIR:	0.71
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	TTR:	0.76
INC000000332719	Kathy Tollett	Application	None	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	1.50
INC000000332730	Noela Karza	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR:	1.26
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	TTR:	3.70
INC000000332742	Shawna Peterson	None	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000332765	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000332773	Shelly Dewitt	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000332779	Joshua Neal	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.51
	Metro A Help Desk	Cindy Schroeder	Human Services	Low	Closed	TTR Missed: No	TTR:	0.51
INC000000332795	Carma Hemingway	Application	Password	SAFE		TIR Missed: No	TIR:	0.23
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	TTR:	0.30
INC000000332814	Ryan Helquist	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000332816	Mindy Kelsey	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR:	0.15
INC000000332817	Cheryl Dalley	None	None	None		TIR Missed: No	TIR:	0.09
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.09

Human Services

Incident	Name	Category	Type	Item	TIR Missed	TIR
INC000000332823	Natalie Perez	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000332829	Amber McCoy	Application	Password	Office of Recovery Services Info	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	TTR: 0.03
INC000000332834	Kathryn Wright	Application	Error	SAFE	TIR Missed: No	TIR: 0.10
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.54
INC000000332835	Armanda Dzafic	Application	Error	None	TIR Missed: No	TIR: 0.23
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.23
INC000000332840	Mary Ann Peterson	Application	None	Novell GroupWise	TIR Missed: No	TIR: 0.12
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.15
INC000000332854	Stacey Gleed	None	None	None	TIR Missed: No	TIR: 0.82
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	TTR: 0.82
INC000000332855	Lea Reaves	None	None	None	TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000332864	Melanie Rasmussen	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000332865	Pam Nacario	Telecom	Call/Receive	Telephone	TIR Missed: No	TIR: 0.07
	Voice Operations	Annette Nielsen	Human Services	Low	Closed	TTR Missed: No	TTR: 0.20
INC000000332875	Kay Layton	Application	Error	BlueZone	TIR Missed: No	TIR: 0.06
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	TTR: 0.06
INC000000332879	Joan Kesler	Application	None	Novell GroupWise	TIR Missed: No	TIR: 0.18
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.35
INC000000332880	Joanne Smuin	Application	Password	PGP	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Closed	TTR Missed: No	TTR: 0.27
INC000000332895	Kerry Soelberg	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Human Services	Low	Closed	TTR Missed: No	TTR: 0.04
INC000000332899	Dawn Kazeck	PC/Laptop	Password	Employee Gateway	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Closed	TTR Missed: No	TTR: 0.12
INC000000332902	Terrie Basinger	Application	Password	SAFE	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Closed	TTR Missed: No	TTR: 0.12
INC000000332905	Cristy Davis	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
	Metro C Help Desk	Chuck Wilson	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000332913	Carrie Worthen	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR: 0.00

Human Services

INC000000332915	Karen C Andersen	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000332927	Kathy Wanlass	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000332931	Josette Harding	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000332933	Ray Winger	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.86
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	TTR:	0.86
INC000000332934	Tami McMahan	Mainframe	Password	BlueZone		TIR Missed: No	TIR:	0.00
Metro D Help Desk	Doug Brown	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000332935	Mary Severson	Application	Error	Novell GroupWise 32-bit Window		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000332942	Dorthea Miles	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000332951	Scott Roudabush	Application	Reporting	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000332960	Spencer Hall	Application	Reporting	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000332966	Bret Hardy	Application	Error	Novell eDirectory		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000332974	Ellen A Ferolie	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Duane Hardy	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000332977	Laureen Wilson	Application	None	State Payroll Time Entry System		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000332982	Erin H Stephens	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Mike Wilde	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000332984	Jeness Woodard	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000333006	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000333007	Shirley Bleazard	None	None	None		TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed		TTR Missed: No	TTR:	
INC000000333016	Michael B Jensen	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed		TTR Missed: No	TTR:	2.69

Human Services

INC000000333019	Barbara Vargas	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000333022	Brian Beus	Application	Error	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Todd Hardy	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000333036	Eric Freeman	Application	Error	Echart		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000333057	Lorilee Walters	None	None	None		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000333076	Laureen Wilson	Network	Error	None		TIR Missed: No	TIR:	0.00
	Network Operations	Kelli Okumura	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000333078	Natalie Holt	None	None	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000333079	Benson Purcell	None	None	None		TIR Missed: No	TIR:	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000333096	Titilua moors	None	None	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000333134	Lauren Westover	None	None	None		TIR Missed: No	TIR:	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000333143	Jonathan Owen	None	None	None		TIR Missed: No	TIR:	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000333147	Gina Masarone	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000333148	Anne Christensen	None	None	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000333149	Ben Ukoh-Eke	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000333150	Lori Hughes	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000333155	Nancy Newman	None	None	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000333158	John Thompson	Mainframe	Password	BlueZone		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000333161	Rae Atkinson	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro D Help Desk	John Robinson	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00

Human Services

| INC000000333162 | Lindsey Shumway | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.04 |

| INC000000333163 | Kim Tuitupou | Network | Incident | None | | TIR Missed: No | TIR: | 0.00 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000333172 | Sheri Reynolds | PC/Laptop | Performance | None | | TIR Missed: No | TIR: | 0.00 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | TTR: | 4.03 |

| INC000000333178 | Patricia Runyan | Application | None | BlueZone | | TIR Missed: No | TIR: | 0.00 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000333179 | Rebecca Meredith | Mainframe | Password | BlueZone | | TIR Missed: No | TIR: | 0.00 |
| Help Desk | | Brenda Treadway | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000333186 | Tasha Cheramie | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro D Help Desk | | John Robinson | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000333192 | Melissa Marshall | Application | Reporting | BlueZone | | TIR Missed: No | TIR: | 0.32 |
| Metro B Help Desk | | Janet Hongsyvilay | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.52 |

| INC000000333208 | Mel Castillo | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000333212 | Sharon Timmons | Application | Password | None | | TIR Missed: No | TIR: | 0.00 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.23 |

| INC000000333224 | Marina Sanchez | Mainframe | Password | Office of Recovery Services Infc | TIR Missed: No | TIR: | 0.17 |
| Metro B Help Desk | | Janet Hongsyvilay | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.94 |

| INC000000333228 | Jim Bright | Application | Error | BlueZone | | TIR Missed: No | TIR: | 0.24 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.50 |

| INC000000333234 | Sandra Gleed | Application | Password | Office of Recovery Services Infc | TIR Missed: No | TIR: | 0.70 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Closed | TTR Missed: No | TTR: | 1.24 |

| INC000000333237 | Toni Davis | Mainframe | Error | BlueZone | | TIR Missed: No | TIR: | 0.37 |
| Metro B Help Desk | | Janet Hongsyvilay | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.91 |

| INC000000333240 | Tyler D Black | Application | Password | PGP | | TIR Missed: No | TIR: | 0.45 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.79 |

| INC000000333244 | Nicole Sweat | Application | Password | Citrix ICA Client | | TIR Missed: No | TIR: | 0.44 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.49 |

| INC000000333253 | Melinda White | Application | Password | PGP | | TIR Missed: No | TIR: | 0.70 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | TTR: | 1.34 |

| INC000000333258 | Celeste LaBorde | Application | Password | RSA SecurID Software Token | TIR Missed: No | TIR: | 0.00 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | TTR: | 0.04 |

Human Services

INC000000333265	Linda Murray	Application	Password	PGP			TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jay Barfuss	Human Services		Low	Closed		TTR Missed: No	TTR:	0.05
INC000000333282	Keri Carter	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Troy Morris	Human Services		Low	Closed		TTR Missed: No	TTR:	4.30
INC000000333318	Mary Burgener	Application	None	BlueZone			TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed		TTR Missed: No	TTR:	0.19
INC000000333346	Calleen Chivers	Mainframe	Error	None			TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed		TTR Missed: No	TTR:	0.11
INC000000333351	Lori Jones	Application	None	Novell GroupWise			TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed		TTR Missed: No	TTR:	0.00
INC000000333380	Kristy Bloomer	Application	Error	BlueZone			TIR Missed: No	TIR:	0.08
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed		TTR Missed: No	TTR:	0.47
INC000000333384	Sean T Orton	Telecom	Voice Mail	Telephone			TIR Missed: No	TIR:	0.07
Voice Operations	Gail Christiansen	Human Services		High	Closed		TTR Missed: No	TTR:	2.98
INC000000333395	Charles Bentley	None	None	Microsoft Windows 7			TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Austin Farey	Human Services		Low	Resolved		TTR Missed: Yes	TTR:	52.70
INC000000333400	Dianne Goodfellow	Network	Performance	None			TIR Missed: No	TIR:	0.19
Metro B Help Desk	Gary Graham	Human Services		Low	Closed		TTR Missed: No	TTR:	2.41
INC000000333428	Nathan Steimle	Application	Password	None			TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed		TTR Missed: No	TTR:	0.51
INC000000333430	Bart Mason	Telecom	None	Telephone			TIR Missed: No	TIR:	0.26
Voice Operations	Julie Sabato	Human Services		Low	Closed		TTR Missed: No	TTR:	0.59
INC000000333433	Cynthia Akins	Application	Error	SAFE			TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Human Services		Low	Closed		TTR Missed: No	TTR:	0.45
INC000000333436	Sharla Bayles	Application	Password	Novell GroupWise			TIR Missed: No	TIR:	0.11
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed		TTR Missed: No	TTR:	0.64
INC000000333438	Valyn Pace	None	None	None			TIR Missed: Yes	TIR:	1.05
Rural South Desktop Support	Joel Finlinson	Human Services		Low	Closed		TTR Missed: No	TTR:	1.14
INC000000333462	Sherrie Hatch	Application	Password	Citrix ICA Client			TIR Missed: No	TIR:	0.04
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed		TTR Missed: No	TTR:	0.09
INC000000333464	Miranda Wyatt	Application	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.16
Metro B Help Desk	Gary Graham	Human Services		Low	Closed		TTR Missed: No	TTR:	0.16
INC000000333469	Talia Egbert	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.03
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed		TTR Missed: No	TTR:	0.07

Human Services

Incident	Requester	Category	Type	Product	TIR Missed		TIR
INC000000333473	Sheryl Poole	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		TIR: 0.17
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No		TTR: 0.22
INC000000333478	Blaine Clayton	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No		TIR: 0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No		TTR: 0.00
INC000000333479	Lori Hughes	PC/Laptop	Performance	None	TIR Missed: No		TIR: 0.00
Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No		TTR: 0.42
INC000000333499	Don Campbell	PC/Laptop	Error	None	TIR Missed: No		TIR: 0.25
Rural Central Desktop Support	Troy Morris	Human Services	Low	Resolved	TTR Missed: No		TTR: 1.70
INC000000333512	Nicholas Manookin	Application	Reporting	Financial Information Network	TIR Missed: No		TIR: 0.79
Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: Yes		TTR: 6.48
INC000000333527	Wilton Lolofie	Application	Error	None	TIR Missed: No		TIR: 0.26
Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: No		TTR: 4.40
INC000000333539	Elaine Boren-Hess	Application	Password	None	TIR Missed: No		TIR: 0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No		TTR: 0.33
INC000000333554	Nan Mendenhall	Application	Error	None	TIR Missed: No		TIR: 0.91
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No		TTR: 1.08
INC000000333555	Shannon M Alvey	Application	Reporting	Novell GroupWise	TIR Missed: Yes		TIR: 1.04
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No		TTR: 1.12
INC000000333573	Rod Talaeai	PC/Laptop	Error	None	TIR Missed: Yes		TIR: 1.31
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No		TTR: 1.35
INC000000333591	Grant Tolley	Application	Error	None	TIR Missed: No		TIR: 0.92
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No		TTR: 1.32
INC000000333607	Liz Medina	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No		TIR: 0.02
Metro A Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: No		TTR: 0.63
INC000000333610	Tom Payne	Network	Incident	None	TIR Missed: No		TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No		TTR: 0.00
INC000000333623	Jessica Cameron	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No		TIR: 0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No		TTR: 0.00
INC000000333624	Nancy Newman	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No		TIR: 0.38
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No		TTR: 0.55
INC000000333629	Daniel Musto	PC/Laptop	Error	None	TIR Missed: No		TIR: 0.21
Metro B Desktop Support	Bill Crowther	Human Services	Low	Closed	TTR Missed: No		TTR: 3.34
INC000000333634	Liz Wing	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No		TIR: 0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No		TTR: 0.02

Human Services

INC000000333635	Lahi Vaka	Application	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000333648	Michelle Main	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.15
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.44
INC000000333651	Kathy Bruner	None	None	None	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000333655	Valyn Pace	Application	Error	Novell GroupWise 32-bit Windov	TIR Missed:	No	TIR:	0.00
Rural South Desktop Support	Joel Finlinson	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000333677	Wendy Cole	Network	Incident	None	TIR Missed:	No	TIR:	0.09
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	1.44
INC000000333682	Nan Mendenhall	Application	Password	Novell GroupWise	TIR Missed:	No	TIR:	0.05
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.08
INC000000333692	Laurie Roderick	Application	Error	Novell GroupWise	TIR Missed:	No	TIR:	0.05
Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed:	No	TTR:	3.89
INC000000333707	Carol Kendall	Application	Password	Office of Recovery Services Infc	TIR Missed:	Yes	TIR:	1.74
Application Support	Justin Rasmussen	Human Services	Low	Resolved	TTR Missed:	No	TTR:	4.87
INC000000333719	Carrie Worthen	Mainframe	Error	None	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.02
INC000000333721	Alicia Norris	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro D Help Desk	John Robinson	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000333726	Cyndi Cox	Telecom	Call/Receive	Telephone	TIR Missed:	No	TIR:	0.00
Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000333730	Joanna Anderson	Application	Error	BlueZone	TIR Missed:	No	TIR:	0.26
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.42
INC000000333743	Denise Sullivan	Application	None	BlueZone	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.04
INC000000333747	Korby Pennington	Application	Error	BlueZone	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.18
INC000000333748	Judy A Peterson	Application	None	BlueZone	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.08
INC000000333757	Judy Powell	Application	None	Echart	TIR Missed:	No	TIR:	0.21
Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed:	No	TTR:	3.98
INC000000333773	Peter Johansson	Network	Incident	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.06
Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.90

Human Services

INC000000333785	Mike Hebdon	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.02
Metro B Desktop Support	Annice Valdez	Human Services		Low	Closed	TTR Missed: No	TTR:	2.41
INC000000333801	Justina Flesher	None	None	None		TIR Missed: No	TIR:	0.07
Operations Production Control	Lorraine Morgan	Human Services		Low	Closed	TTR Missed: No	TTR:	0.16
INC000000333803	Alecia Stoker	Application	Reporting	SAFE		TIR Missed: No	TIR:	0.03
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	TTR:	0.09
INC000000333804	Frank Garcia	Mainframe	Password	BlueZone		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000333807	Justina Flesher	None	None	None		TIR Missed: No	TIR:	0.15
Operations Production Control	Lorraine Morgan	Human Services		Low	Closed	TTR Missed: No	TTR:	0.20
INC000000333848	Jeness Woodard	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	TTR:	0.54
INC000000333851	Alisha Martinez	Application	Reporting	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.56
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	TTR:	0.66
INC000000333858	Ryan Rasmussen	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Human Services		Low	Closed	TTR Missed: No	TTR:	0.57
INC000000333859	Linda Martinez	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.61
Metro B Desktop Support	Annice Valdez	Human Services		Low	Resolved	TTR Missed: Yes	TTR:	16.81
INC000000333877	Lesa Howell	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Troy Morris	Human Services		Low	Closed	TTR Missed: No	TTR:	1.18
INC000000333880	Maria Justice	Application	Password	Office of Recovery Services Info		TIR Missed: No	TIR:	0.18
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	TTR:	0.25
INC000000333884	Angela Bleggi	Application	None	Microsoft Windows XP Professio		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Human Services		Low	Closed	TTR Missed: No	TTR:	1.11
INC000000333885	Michael Styles	Mobile Devices	Error	BlackBerry Configuration		TIR Missed: No	TIR:	0.19
Help Desk	Sarah Johnson	Human Services		Low	Closed	TTR Missed: No	TTR:	0.19
INC000000333908	Elena Lane	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.10
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	TTR:	0.19
INC000000333918	Teresa Carr	Application	Password	Citrix ICA Client		TIR Missed: No	TIR:	0.05
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	TTR:	0.19
INC000000333923	David Detorres	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	TTR:	0.01
INC000000333932	Jody Eby	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.17
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	TTR:	0.26

Human Services

INC000000333939	Mark Osenbach	Application	Reporting	Microsoft Office 2003 Profession	TIR Missed:	No	TIR:	0.09
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.44
INC000000333941	Leslee Butterfield	Mainframe	Password	None	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.02
INC000000333950	Terri Dixon	None	None	None	TIR Missed:	No	TIR:	0.02
Application Support	Justin Rasmussen	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.12
INC000000333952	Andrea Strode	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro D Help Desk	Doug Brown	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000333958	Ginger Flowers	Application	Reporting	SAFE	TIR Missed:	No	TIR:	0.16
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.17
INC000000333965	Delilah Thomas	None	None	None	TIR Missed:	No	TIR:	0.00
Operations Production Control	Duane Hardy	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000333986	Mark Osenbach	Print/Copy/Scan/Fax	None	None	TIR Missed:	Yes	TIR:	25.63
Metro D North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed:	Yes	TTR:	25.63
INC000000333987	Mack McDonald	None	None	None	TIR Missed:	No	TIR:	0.57
Metro B Desktop Support	Bill Crowther	Human Services	Low	Resolved	TTR Missed:	No	TTR:	1.73
INC000000334009	Gina Denning	PC/Laptop	Performance	None	TIR Missed:	No	TIR:	0.03
Metro B Desktop Support	Cindy Reed	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.17
INC000000334030	Elizabeth Sollis	Application	Error	Novell GroupWise	TIR Missed:	No	TIR:	0.24
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.48
INC000000334039	Ken Matheson	None	None	None	TIR Missed:	No	TIR:	0.00
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed:	No	TTR:	3.66
INC000000334063	Erica Wankier	Network	Incident	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.07
Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.40
INC000000334074	Mindy Kelsey	Application	Error	None	TIR Missed:	Yes	TIR:	2.77
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed:	No	TTR:	2.78
INC000000334116	Cathy Davis	Application	None	Unified Social Services Delivery	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.04
INC000000334124	Barbara Wolfe	None	None	None	TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000334131	Janeen Brazier	None	None	None	TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000334132	Jordan Rasmussen	Application	Password	Citrix ICA Client	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.03

Human Services

INC000000334142	Danette L Larsen	None	None	None		TIR Missed: No	TIR:	0.00
	Salt Lake Data Center Operations	Kristi Behunin	Human Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000334146	Julie Mortensen	None	None	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.43
INC000000334147	Angie Romero	None	None	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000334155	Tammy Samaniego	Mainframe	Password	BlueZone		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000334156	Leticia Dardon	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.44
INC000000334157	Traci Jones	Application	None	BlueZone		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000334164	Sandi Valdez	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.44
INC000000334177	Susan Riggs	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.07
	Rural South Desktop Support	Scott Jesienouski	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.68
INC000000334191	Tracy Cundick	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000334200	Justina Flesher	Network	Incident	None		TIR Missed: No	TIR:	0.10
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.80
INC000000334208	Justina Flesher	Network	Incident	None		TIR Missed: No	TIR:	0.52
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.83
INC000000334254	Lisa Bruno	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.12
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Resolved	TTR Missed: No	TTR:	3.13
INC000000334266	Kenneth Fambrough	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.31
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	TTR:	2.25
INC000000334286	Susan Musser	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro D Help Desk	John Robinson	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000334287	Heber Tippetts	Application	Error	None		TIR Missed: No	TIR:	0.17
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.20
INC000000334340	Dori Wintle	None	None	None		TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000334354	Wendy Cottrell	Mobile Devices	Error	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	TTR:	4.03

Human Services

INC000000334358	Wendy Cottrell	None	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	TTR:	3.73
INC000000334365	Sharla Bayles	Application	Error	Safety Management System		TIR Missed: No	TIR:	0.97
	Metro D Help Desk	John Robinson	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.97
INC000000334372	Naomi Curiel	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	TIR:	0.04
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.22
INC000000334377	Stephen Arnold	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000334385	Maria Justice	Application	Error	DB2 Query Management Facility		TIR Missed: No	TIR:	0.25
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.43
INC000000334388	Debbie Booth	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.42
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	1.40
INC000000334389	Carol Kendall	Application	Password	DB2 Query Management Facility		TIR Missed: No	TIR:	0.02
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000334395	Mario Ramos	Application	None	BlueZone		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000334405	Ken Matheson	Application	None	Proofpoint Email Security		TIR Missed: No	TIR:	0.37
	Application Services	Martin Gonzalez	Human Services	Low	Resolved	TTR Missed: Yes	TTR:	6.05
INC000000334419	Laree Howard	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000334440	Mike Murry	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.07
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.27
INC000000334462	Justina Flesher	None	None	None		TIR Missed: No	TIR:	0.83
	Operations Production Control	Lorraine Morgan	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.93
INC000000334481	Dori Wintle	None	None	None		TIR Missed: No	TIR:	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.12
INC000000334510	Judy Alice Harrington	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.08
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.55
INC000000334514	Marcie Kay	Application	Password	PGP		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000334534	Justina Flesher	None	None	None		TIR Missed: No	TIR:	0.61
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	1.37
INC000000334535	Marcie Kay	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Human Services

INC000000334536	Ellen Weaver	Mainframe	Password	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gary Graham		Human Services	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000334543	Melinda Sandoval	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli		Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000334547	Dori Wintle	Mobile Devices	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro D Help Desk	John Robinson		Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000334552	Lynn Sanderson	Application	Error	Microsoft Excel		TIR Missed: No	TIR:	0.68
Metro B Desktop Support	Tom Hanson		Human Services	Low	Resolved	TTR Missed: Yes	TTR:	12.49
INC000000334553	Kristy Bloomer	Application	None	Content Manager		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay		Human Services	Low	Resolved	TTR Missed: No	TTR:	1.35
INC000000334565	Justina Flesher	None	None	None		TIR Missed: No	TIR:	0.18
Operations Production Control	Lorraine Morgan		Human Services	Low	Resolved	TTR Missed: No	TTR:	0.23
INC000000334568	Todd M Smith	None	None	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Robert Case		Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000334574	Laura Clark	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro D Help Desk	John Robinson		Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000334588	Jeanine Taylor	Application	Error	Novell GroupWise		TIR Missed: Yes	TIR:	8.33
Metro B Help Desk	Val Shepherd		Human Services	Low	Resolved	TTR Missed: Yes	TTR:	9.66
INC000000334602	Judy A Hansen	Application	None	Utah System for Tracking Eligibi		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen		Human Services	Low	Resolved	TTR Missed: No	TTR:	0.51
INC000000334632	Nicholas Hatton	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.17
Metro B Help Desk	Janet Hongsyvilay		Human Services	Low	Resolved	TTR Missed: No	TTR:	5.97
INC000000334642	Jody Eby	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.22
Metro B Help Desk	Janet Hongsyvilay		Human Services	Low	Resolved	TTR Missed: No	TTR:	0.26
INC000000334653	Tona Lisa Rodriguez	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.63
Metro B Desktop Support	Michael Barth		Human Services	Low	Resolved	TTR Missed: No	TTR:	5.77
INC000000334655	Justina Flesher	Network	Incident	None		TIR Missed: No	TIR:	0.57
Metro B Help Desk	Val Shepherd		Human Services	Low	Resolved	TTR Missed: No	TTR:	0.61
INC000000334671	Kristy Bloomer	None	None	None		TIR Missed: No	TIR:	0.10
Rural Central Desktop Support	Ron LeBaron		Human Services	Low	Resolved	TTR Missed: Yes	TTR:	7.54
INC000000334681	Emee Drews	Application	Error	Citrix ICA Client		TIR Missed: No	TIR:	0.30
Metro B Help Desk	Val Shepherd		Human Services	Low	Resolved	TTR Missed: No	TTR:	1.03
INC000000334714	Brooke Zamora	Network	Error	None		TIR Missed: No	TIR:	0.05
Metro B Help Desk	Janet Hongsyvilay		Human Services	Low	Resolved	TTR Missed: No	TTR:	0.21

Human Services

INC000000334721	Tammy Petrowski	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.05
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.09
INC000000334738	Maggie Noyes	Application	None	Novell GroupWise	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000334739	Amos Bright	Network	Performance	None	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.03
INC000000334747	Jeanne Reeder	Network	Virus	None	TIR Missed:	No	TIR:	0.09
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed:	No	TTR:	3.63
INC000000334753	Gloria Jensen-Sutton	PC/Laptop	Error	None	TIR Missed:	No	TIR:	0.08
Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed:	No	TTR:	2.14
INC000000334755	Mark Brasher	Mainframe	Password	None	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.02
INC000000334761	Pat Peterson	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000334765	Justina Flesher	None	None	None	TIR Missed:	No	TIR:	0.19
Operations Production Control	Lorraine Morgan	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.29
INC000000334768	Jennifer Jamalkowski	PC/Laptop	Hardware	None	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000334772	Chantel Harvey	None	None	None	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000334788	Holly Martinez	Network	Performance	None	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000334800	Byron Peterson	Application	Password	Utah Master Directory	TIR Missed:	No	TIR:	0.10
Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.10
INC000000334806	Lisa Peek	None	None	RSA SecurID Software Token	TIR Missed:	No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000334807	Dawna Angus	Application	None	RSA SecurID Software Token	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.10
INC000000334809	Lisa D Evans	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000334810	Tammy Petrowski	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000334811	Laura Johnson	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	TIR:	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00

Human Services

INC000000334813	Melanie Rasmussen	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000334814	Mavis Stevenson	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000334826	Karlan Forsberg	None	None	None	TIR Missed:	No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000334836	Valene Gibbs	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000334845	Terri Niederhauser	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000334847	Karlan Forsberg	None	None	None	TIR Missed:	No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000334850	Amanda L Johnson	None	None	None	TIR Missed:	No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000334872	Robyn Delgado	Network	Performance	None	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000334885	Cyndi Cox	Telecom	None	None	TIR Missed:	No	TIR:	0.83
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.83
INC000000334888	Byron Woodland	Network	Error	None	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000334903	Kelly Stapley	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000334904	Abel Kanigan	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro D Help Desk	John Robinson	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000334914	Eddie Stinnett	Application	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000334936	Justina Flesher	None	None	None	TIR Missed:	No	TIR:	0.09
Operations Production Control	Lorraine Morgan	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.14
INC000000334945	Traci Jones	Application	Password	RSA SecurID Software Token	TIR Missed:	No	TIR:	0.04
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.15
INC000000334947	Cyndi Cox	Telecom	None	None	TIR Missed:	No	TIR:	0.29
Voice/Data/WAN Services	Mitch Hood	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.29
INC000000334973	Don Campbell	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro D Help Desk	Doug Brown	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00

Human Services

Incident	Contact	Type	Category	Item		Status	TIR Missed	TIR
INC000000334974	Sueellen Ebertz	Telecom	CrossTalk/Noise/Static	Telephone			TIR Missed: No	TIR: 0.51
	Voice/Data/WAN Services	Mike Johnson	Human Services	Low	Resolved		TTR Missed: No	TTR: 0.56
INC000000334978	Scheila Beekhuizen	Network	Error	Novell Client for 32-bit Windows			TIR Missed: No	TIR: 0.12
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	TTR: 0.24
INC000000334979	Cathy Miller	Application	Error	Microsoft Access			TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ryan Casey	Human Services	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000334980	Gwynith Welch	Application	Password	Unified Social Services Delivery			TIR Missed: No	TIR: 0.19
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	TTR: 0.23
INC000000334990	Gaye Bluemel	Network	None	Novell Client for 32-bit Windows			TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	TTR: 0.02
INC000000334994	Channa Sok	None	None	None			TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	Human Services	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000334995	Gaye Bluemel	Network	None	Novell Client for 32-bit Windows			TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	TTR: 0.02
INC000000334996	Gaye Bluemel	Network	None	Novell Client for 32-bit Windows			TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	TTR: 0.03
INC000000334997	Gaye Bluemel	Network	None	Novell Client for 32-bit Windows			TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	TTR: 0.02
INC000000334998	Gaye Bluemel	Network	None	Novell Client for 32-bit Windows			TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	TTR: 0.05
INC000000335000	Carrie Worthen	Mainframe	Error	None			TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed: No	TTR: 0.02
INC000000335001	Gaye Bluemel	Network	None	Novell Client for 32-bit Windows			TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	TTR: 0.03
INC000000335004	Gaye Bluemel	Network	None	Novell Client for 32-bit Windows			TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	TTR: 0.02
INC000000335005	Gaye Bluemel	Network	None	Novell Client for 32-bit Windows			TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	TTR: 0.03
INC000000335007	Gaye Bluemel	Network	None	Novell Client for 32-bit Windows			TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	TTR: 0.04
INC000000335008	Don Campbell	None	None	None			TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	Human Services	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000335010	Nancy Nixon	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	Human Services	Low	Resolved		TTR Missed: No	TTR: 0.00

Human Services

INC000000335014	Paula Wing	None	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000335025	Amy Hall	None	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000335026	Emee Drews	None	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000335027	Wendy Cottrell	None	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000335045	Johnathan Rowley	None	None	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.38
INC000000335046	Colette Newell	None	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Resolved	TTR Missed: No	TTR:	5.94
INC000000335048	Jennifer Gardner	None	None	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000335051	Susan Bowman	Application	None	RSA SecurID Software Token		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000335053	Debi Williams	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: Yes	TTR:	8.46
INC000000335060	Gaye A Holt	Application	Error	PGP		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000335076	Mario Ramos	Application	Error	Microsoft Office		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR:	1.64
INC000000335086	Filipo Mokofisi	PC/Laptop	None	None		TIR Missed: No	TIR:	0.30
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.62
INC000000335093	Nancy Stucki	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.48
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR:	1.20
INC000000335102	Robbie Adams	Application	Error	None		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000335119	Coby Drake	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro D Help Desk	John Robinson	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000335120	Dorothy Richardson	None	None	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000335133	Zac Christensen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.07
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.23

Human Services

INC000000335137	Don Campbell	Application	Error	Medicaid Managed Care System	TIR Missed: No	TIR:	0.21
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	TTR:	0.76
INC000000335143	Marie Rodriguez	Network	Incident	None	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000335145	Cynthia Aposhian	Mainframe	Error	None	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000335151	Shauna Hair	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Human Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000335152	Susie Prince	Application	Password	Novell Messenger	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000335196	Lisa Martinez	Application	Error	SAFE	TIR Missed: No	TIR:	0.03
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	TTR:	0.23
INC000000335198	Lisa Martinez	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Human Services		Low	Resolved	TTR Missed: No	TTR:	0.10
INC000000335204	Nicole Nielsen	Application	Password	Citrix ICA Client	TIR Missed: No	TIR:	0.08
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	TTR:	0.28
INC000000335233	Jay Karlinsey	Network	Incident	None	TIR Missed: No	TIR:	0.10
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	TTR:	0.24
INC000000335236	Abel Kanigan	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.03
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	TTR:	0.24
INC000000335255	Kimberly Howard	None	None	None	TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway	Human Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000335258	April Conti	Mainframe	Error	None	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000335279	Peter Johansson	Application	Error	Cisco AnyConnect VPN Client	TIR Missed: No	TIR:	0.45
Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No	TTR:	0.62
INC000000335288	Gaye Bluemel	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR:	0.09
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	TTR:	0.12
INC000000335290	Kevin Kilburn	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Human Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000335314	Debbie Lockyer	Application	None	Adobe Flash	TIR Missed: No	TIR:	0.08
Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No	TTR:	0.30
INC000000335326	Frank Long	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.13
Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No	TTR:	0.43

Human Services

INC000000335338	Tom Darais	Application	Reporting	Microsoft Office Professional 20	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000335343	Justina Flesher	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.43
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.58
INC000000335345	Julia Kolovich	Network	Error	None	TIR Missed: No	TIR:	0.12
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.59
INC000000335348	Tom Dunford	None	None	None	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.11
INC000000335352	Becky Gaisford	Network	Incident	None	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000335359	Haley Urry	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.31
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.35
INC000000335380	Eric Jenkins	Application	Error	Safety Management System	TIR Missed: No	TIR:	0.00
Metro D Help Desk	John Robinson	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000335390	Chris Morton	Mainframe	Error	BlueZone	TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000335403	Filipo Mokofisi	Application	None	Microsoft Word	TIR Missed: No	TIR:	0.03
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.24
INC000000335407	Debbie Craythorn	Application	Error	SAFE	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000335412	Mandy Caswell	Network	None	None	TIR Missed: Yes	TIR:	1.46
Metro A Desktop Support	Mike Wilde	Human Services	Low	Resolved	TTR Missed: No	TTR:	2.44
INC000000335435	Julie James	Application	Password	Novell GroupWise	TIR Missed: No	TIR:	0.10
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.15
INC000000335450	Rebecca Collier	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000335459	Melissa Carter	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000335464	Kevin Moore	Network	Password	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Troy Morris	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000335484	Mark Brasher	Application	None	None	TIR Missed: Yes	TIR:	1.13
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	TTR:	1.40
INC000000335486	Tracy Graham	Application	Error	RSA SecurID Software Token	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.02

Human Services

Incident	Name	Type	Category	Item	TIR Missed	TIR		Status	TTR Missed	TTR
INC000000335489	Justina Flesher	Application	None	Novell GroupWise	No	0.58				
	Metro B Help Desk	Janet Hongsyvilay	Human Services		Low		Resolved	No	0.62
INC000000335497	Sara Bodily	Application	None	Microsoft Excel	No	0.30				
	Metro B Desktop Support	Annice Valdez	Human Services		Low		Resolved	No	1.80
INC000000335501	Shellene West	Application	Error	Novell GroupWise	No	0.00				
	Metro D North Desktop Support	Ryan Casey	Human Services		Low		Resolved	No	0.00
INC000000335520	Jill M Hill	Network	Error	Novell Client for 32-bit Windows	No	0.00				
	Metro B Help Desk	Janet Hongsyvilay	Human Services		Low		Resolved	No	1.41
INC000000335528	Cheryl J Larson	Server	Performance	None	No	0.00				
	Rural Central Desktop Support	Paul Petersen	Human Services		Low		Resolved	No	2.40
INC000000335530	DJ Hicks	Mainframe	Error	BlueZone	No	0.00				
	Help Desk	Vicky Marrelli	Human Services		Low		Resolved	No	0.00
INC000000335535	Kristy Barton	Network	Password	None	No	0.00				
	Rural Central Desktop Support	Paul Petersen	Human Services		Low		Resolved	No	0.54
INC000000335545	Alisha Carlson	Application	Reporting	Novell Client for 32-bit Windows	No	0.76				
	Metro B Help Desk	Val Shepherd	Human Services		Low		Resolved	No	0.89
INC000000335557	Carol Niehus	PC/Laptop	Error	None	Yes	1.07				
	Metro B Desktop Support	Annice Valdez	Human Services		Low		Resolved	No	4.92
INC000000335576	Valene Gibbs	None	None	RSA SecurID Software Token	No	0.00				
	Metro D North Desktop Support	Ruston McKay	Human Services		Low		Resolved	No	
INC000000335590	Kelli Tabarez	None	None	None	No	0.00				
	Metro D North Desktop Support	Ruston McKay	Human Services		Low		Resolved	No	
INC000000335592	Gaye A Holt	Application	None	Office of Recovery Services Infc	No	0.64				
	Metro B Desktop Support	Annice Valdez	Human Services		Low		Resolved	No	1.14
INC000000335597	Keri Allen	Print/Copy/Scan/Fax	None	None	No	0.02				
	Database Services	Mark Gunderson	Human Services		Low		Closed	No	1.84
INC000000335606	Cherilyn Webster	None	None	None	No	0.00				
	Metro D North Desktop Support	Ruston McKay	Human Services		Low		Resolved	No	0.00
INC000000335607	Bonnie Northrup	Print/Copy/Scan/Fax	Queue	None	No	0.00				
	Metro D North Desktop Support	Ruston McKay	Human Services		Low		Resolved	No	0.00
INC000000335641	Denise Fairbourn	None	None	None	No	0.00				
	Application Support	Justin Rasmussen	Human Services		Low		Resolved	No	0.63
INC000000335643	Tracy Graham	Application	Password	None	No	0.00				
	Metro B Help Desk	Janet Hongsyvilay	Human Services		Low		Resolved	No	0.55

Human Services

INC000000335645	Justina Flesher	None	None	None		TIR Missed: No	TIR:	0.10
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.14
INC000000335646	Peggy Grusendorf	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.04
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.78
INC000000335673	Sandy Miller	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.10
INC000000335676	Lori Hughes	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000335680	Justina Flesher	Application	None	Utah Master Directory		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000335687	Charlyn Child	None	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000335688	Charlyn Child	None	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000335704	Paula K Douglass	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000335706	Geri Jones	PC/Laptop	Performance	None		TIR Missed: Yes	TIR:	3.56
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	TTR:	3.56
INC000000335721	Mindy Sneddon	Application	Error	SAFE		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000335733	Kari Smith	Application	Password	eFIND/eSHARE		TIR Missed: No	TIR:	0.14
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	TTR:	2.12
INC000000335738	Jay Karlinsey	PC/Laptop	None	None		TIR Missed: No	TIR:	0.19
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.19
INC000000335740	Steven Cox	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000335761	Vernon Peterson	None	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.89
INC000000335763	Abraham Montalbo	None	None	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000335766	Siota Faumui	None	None	None		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000335767	Thelma Poulson	None	None	None		TIR Missed: No	TIR:	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Human Services

INC000000335785	Faline Iorg	Application	Error	BlueZone		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.65
INC000000335788	Justina Flesher	Application	None	DB2 Query Management Facility		TIR Missed: No	TIR:	0.51
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.60
INC000000335809	Heather Rondorf	Application	Error	PGP		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.07
INC000000335812	Leann Wilber	Application	Reporting	Microsoft Word		TIR Missed: No	TIR:	0.11
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.21
INC000000335813	Tausoa Snead	Application	None	Adobe Flash		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.44
INC000000335820	Sally Ellison	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.11
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.31
INC000000335836	Faline Iorg	Application	Error	BlueZone		TIR Missed: Yes	TIR:	4.68
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved		TTR Missed: No	TTR:	4.68
INC000000335841	Justina Flesher	Network	Incident	None		TIR Missed: No	TIR:	0.05
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.08
INC000000335845	Eva Clarke	Application	None	BlueZone		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.09
INC000000335851	Gaye A Holt	Application	None	BlueZone		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.07
INC000000335861	Sheila Shumway	None	None	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.04
INC000000335865	Karen C Andersen	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.04
INC000000335866	Kristy Barton	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.56
INC000000335870	Lory Pond	None	None	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000335872	Janice Oswald	Application	Reporting	Content Manager		TIR Missed: No	TIR:	0.06
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.41
INC000000335875	Valyn Pace	Application	Password	Citrix ICA Client		TIR Missed: No	TIR:	0.07
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.12
INC000000335882	Rochelle T Davis	Application	Error	Adobe Acrobat		TIR Missed: No	TIR:	0.31
Metro B Hosting	Justin Rasmussen	Human Services	Low	Resolved		TTR Missed: No	TTR:	1.58

Human Services

| INC000000335896 | Tausoa Snead | Application | Error | Content Manager | TIR Missed: No | TIR: | 0.94 |
| Application Support | | Justin Rasmussen | Human Services | Low | Resolved | TTR Missed: No | TTR: | 1.31 |

| INC000000335911 | Laura Johnson | Application | None | None | TIR Missed: No | TIR: | 0.03 |
| Application Support | | Justin Rasmussen | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.90 |

| INC000000335914 | Natalie Cornell | Network | Incident | None | TIR Missed: No | TIR: | 0.14 |
| Metro B Help Desk | | Janet Hongsyvilay | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.26 |

| INC000000335924 | Carol Black | Network | Incident | None | TIR Missed: No | TIR: | 0.08 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.46 |

| INC000000335925 | Stephanie Kenney | Telecom | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000335930 | Brooke Ibanez | Application | Password | Citrix ICA Client | TIR Missed: No | TIR: | 0.06 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.06 |

| INC000000335939 | Linda Martinez | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| Metro B Help Desk | | Janet Hongsyvilay | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.22 |

| INC000000335942 | Vern Greenhalgh | Application | None | BlueZone | TIR Missed: No | TIR: | 0.00 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.07 |

| INC000000335949 | Joalba Boyd | Application | None | Utah Master Directory | TIR Missed: No | TIR: | 0.10 |
| Metro B Help Desk | | Janet Hongsyvilay | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.54 |

| INC000000335959 | Mark Smith | Application | Error | PGP | TIR Missed: No | TIR: | 0.00 |
| Metro B Help Desk | | Janet Hongsyvilay | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.19 |

| INC000000335975 | Tracy Seegmiller | Network | Error | None | TIR Missed: No | TIR: | 0.30 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.31 |

| INC000000335982 | Patricia Solt | Network | Incident | None | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | | Jeremy Standifird | Human Services | Low | Resolved | TTR Missed: Yes | TTR: | 6.93 |

| INC000000335986 | Janice Oswald | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| Help Desk | | Brenda Treadway | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000335989 | Kristy Walker | Application | Error | BlueZone | TIR Missed: Yes | TIR: | 1.99 |
| Metro B Hosting | | Justin Rasmussen | Human Services | Low | Resolved | TTR Missed: No | TTR: | 3.20 |

| INC000000335994 | Lori Ramos | Application | Password | None | TIR Missed: No | TIR: | 0.56 |
| Application Support | | Justin Rasmussen | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.62 |

| INC000000335997 | Manuel Romero | PC/Laptop | Performance | None | TIR Missed: No | TIR: | 0.16 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.32 |

| INC000000336006 | Annette Garcia | Application | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Help Desk | | Vicky Marrelli | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

Human Services

INC000000336012	Tamra Johnson	Mainframe	Password	BlueZone		TIR Missed: No	TIR:	0.06
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.43
INC000000336020	Tracy Seegmiller	Network	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	TTR:	1.57
INC000000336024	Lory Pond	None	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: Yes	TTR:	6.26
INC000000336031	Tonya Lundahl	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.08
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.66
INC000000336040	Carolina Lindsay	Network	Error	None		TIR Missed: No	TIR:	0.07
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.17
INC000000336076	Alisha Carlson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000336078	Mark J Scott	Network	Error	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000336087	Carolina Lindsay	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000336094	Jared Stafford	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000336099	Ofelia Gonzalez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro D Help Desk	John Robinson	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000336100	Carolina Lindsay	Application	Error	SAFE		TIR Missed: No	TIR:	0.21
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.98
INC000000336104	Shauna Iverson	Application	None	Adobe Flash		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.16
INC000000336109	Robyn Delgado	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.06
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: Yes	TTR:	8.33
INC000000336117	David Lowe	None	None	None		TIR Missed: No	TIR:	0.56
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.74
INC000000336128	Susana Plaza	Application	Password	State Payroll Time Entry System		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000336134	Paula Nelson	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000336141	Susie Prince	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.02
	Rural South Desktop Support	Ryan Bennett	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.15

Human Services

| INC000000336151 | Troy Mattinson | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro B Hosting | Paul Seager | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.02 |

| INC000000336157 | Shawna Peterson | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Robert Case | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000336168 | Robert Jones | Network | Error | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.02 |

| INC000000336172 | Becky L Johnson | Mobile Devices | Error | None | TIR Missed: No | TIR: | 0.00 |
| Help Desk | Brenda Treadway | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000336180 | Candice Winward | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro D Help Desk | John Robinson | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000336200 | Holly Martinez | None | None | ZENworks for Desktops | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Troy Morris | Human Services | Low | Resolved | TTR Missed: No | TTR: | 2.73 |

| INC000000336213 | Deanne Evans | Application | Error | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | TTR: | 2.16 |

| INC000000336231 | Gaye A Holt | Application | Error | Jail Executive Management Sys | TIR Missed: No | TIR: | 0.55 |
| Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.73 |

| INC000000336237 | Teena Scholte | Application | Password | PGP | TIR Missed: No | TIR: | 0.00 |
| Help Desk | Vicky Marrelli | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000336241 | Kathryn Wright | Application | Password | SAFE | TIR Missed: No | TIR: | 0.74 |
| Metro A Desktop Support | Mike Wilde | Human Services | Low | Resolved | TTR Missed: Yes | TTR: | 6.33 |

| INC000000336244 | Dorie Farah | Network | Incident | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.77 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.87 |

| INC000000336256 | Kristy Walker | PC/Laptop | None | None | TIR Missed: No | TIR: | 0.11 |
| ORS Content Manager | Dan Barrett | Human Services | Low | Resolved | TTR Missed: No | TTR: | 4.52 |

| INC000000336257 | Siota faumui | Application | Reporting | Employee Gateway | TIR Missed: No | TIR: | 0.26 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.62 |

| INC000000336260 | Shauna Iverson | Application | None | BlueZone | TIR Missed: No | TIR: | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000336272 | Teena Scholte | Application | Password | Utah Master Directory | TIR Missed: No | TIR: | 0.39 |
| Help Desk | Vicky Marrelli | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.39 |

| INC000000336279 | Margaret Strasburg | PC/Laptop | Hardware | None | TIR Missed: Yes | TIR: | 1.24 |
| Metro B Desktop Support | Bill Crowther | Human Services | Low | Resolved | TTR Missed: No | TTR: | 2.57 |

| INC000000336313 | Justin Robb | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Colin Bodkin | Human Services | Low | Resolved | TTR Missed: No | TTR: | 1.29 |

Human Services

INC000000336314	Bonita Reynolds	None	None	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000336317	Joni Lance	None	None	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000336320	Catherine Taylor	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR:	11.29
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved		TTR Missed: Yes	TTR:	11.29
INC000000336327	Judy Hammer	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.17
Metro B Desktop Support	Bill Crowther	Human Services	Low	Resolved		TTR Missed: No	TTR:	2.17
INC000000336331	Julene Jones	Application	Password	Citrix ICA Client		TIR Missed: No	TIR:	0.04
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.12
INC000000336343	Mark Strebel	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.22
INC000000336364	Melinda White	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.06
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.18
INC000000336393	Arin Tumanuvao	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.09
Help Desk	Vicky Marrelli	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.58
INC000000336394	Richard Spencer	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.04
INC000000336399	Susan Burnett	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.01
INC000000336401	Joe Brusatto	None	None	None		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Neil Smedley	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000336410	Tracy Graham	Application	Error	DB2 Query Management Facility		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.02
INC000000336416	Grant Tolley	Application	Error	None		TIR Missed: No	TIR:	0.09
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.15
INC000000336424	David Lowe	Network	Password	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.58
INC000000336430	Debra Dopp	None	None	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000336436	Verla Roach	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.29
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved		TTR Missed: Yes	TTR:	6.45
INC000000336443	Kira Pedroza	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.39
Help Desk	Eileen Dubach	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.39

Human Services

INC000000336446	Chaska Lance	Application	Error	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Todd Hardy	Human Services		Low	Resolved	TTR Missed: No	TTR:	1.20
INC000000336447	Patricia Hartzell	Application	Error	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Todd Hardy	Human Services		Low	Resolved	TTR Missed: No	TTR:	1.20
INC000000336479	Julie James	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway	Human Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000336483	Joseph Smith	Network	Incident	None		TIR Missed: No	TIR:	0.01
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	TTR:	0.01
INC000000336493	Kristy Barton	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.05
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	TTR:	0.09
INC000000336507	Celeste LaBorde	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000336510	Taylor Horn	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.38
Help Desk	Eileen Dubach	Human Services		Low	Resolved	TTR Missed: No	TTR:	0.38
INC000000336530	Colette Newell	None	None	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Troy Morris	Human Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000336531	Taylor Horn	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000336535	Erin H Stephens	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.26
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	TTR:	4.21
INC000000336542	Palmer Depaulis	Application	Password	Citrix ICA Client		TIR Missed: No	TIR:	0.24
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	TTR:	0.26
INC000000336565	Rae Atkinson	Application	Password	Citrix ICA Client		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000336566	Laureen Wilson	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Troy Morris	Human Services		Low	Resolved	TTR Missed: No	TTR:	3.76
INC000000336572	Amber Bosh	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Human Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000336573	S Tiffany Hansen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Human Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000336578	Charlene Sansone	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Voice/Data/WAN Services	Mitch Hood	Human Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000336580	Carolyn Rutherford	Application	Error	Proofpoint Email Security		TIR Missed: No	TIR:	0.00
Application Services	Martin Gonzalez	Human Services		Low	Resolved	TTR Missed: Yes	TTR:	16.69

Human Services

| INC000000336599 | Mark Brasher | Server | Error | None | | TIR Missed: No | TIR: | 0.00 |
| Metro B Hosting | Justin Rasmussen | Human Services | | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000336601 | Stacey Boyd | Print/Copy/Scan/Fax | Error Code | None | | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Robert Case | Human Services | | Low | Resolved | TTR Missed: No | TTR: | 0.66 |

| INC000000336603 | Janell Pugh | PC/Laptop | Error | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Network Operations | Kelli Okumura | Human Services | | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000336637 | Jared Bond | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | Human Services | | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000336656 | Barbara L Phillips | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Capitol Hosting | Conn Peterson | Human Services | | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000336660 | Tania Rosenlof | Network | Password | None | | TIR Missed: No | TIR: | 0.00 |
| Capitol Hosting | Conn Peterson | Human Services | | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000336667 | Penelope Weiss | Application | Password | Utah Master Directory | | TIR Missed: No | TIR: | 0.00 |
| Help Desk | James Stearns | Human Services | | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000336672 | Jennie Johnson | Network | Password | None | | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Robert Case | Human Services | | Low | Resolved | TTR Missed: No | TTR: | 0.69 |

| INC000000336673 | Kimberly Saxton | Telecom | Hardware | None | | TIR Missed: No | TIR: | 0.24 |
| Voice Operations | Gail Christiansen | Human Services | | High | Resolved | TTR Missed: Yes | TTR: | 4.37 |

| INC000000336685 | Lorry Ann Stufflebeam | Network | Incident | Novell ConsoleOne | | TIR Missed: No | TIR: | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000336688 | Mike J Tucker | PC/Laptop | Hardware | None | | TIR Missed: Yes | TIR: | 2.39 |
| Rural Central Desktop Support | Robert Case | Human Services | | Low | Resolved | TTR Missed: No | TTR: | 2.39 |

| INC000000336689 | Kari Davis | PC/Laptop | Hardware | None | | TIR Missed: No | TIR: | 0.00 |
| Metro B Desktop Support | Annice Valdez | Human Services | | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000336692 | Edith Martinez | Application | None | RSA SecurID Software Token | TIR Missed: No | TIR: | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000336710 | Jeanine Taylor | Application | None | Novell GroupWise | | TIR Missed: No | TIR: | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000336722 | Coby Drake | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Help Desk | Brenda Treadway | Human Services | | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000336740 | Tausoa Snead | None | None | BlueZone | | TIR Missed: No | TIR: | 0.15 |
| Metro B Help Desk | Gary Graham | Human Services | | Low | Resolved | TTR Missed: No | TTR: | 0.49 |

| INC000000336745 | Richard Schade | PC/Laptop | Hardware | None | | TIR Missed: No | TIR: | 0.16 |
| Help Desk | Brenda Treadway | Human Services | | Low | Resolved | TTR Missed: No | TTR: | 0.16 |

Human Services

INC000000336747	Jared Stafford	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.52
Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved		TTR Missed:	No	TTR:	2.43
INC000000336748	Christopher Johansen	Network	Password	IManager		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.03
INC000000336750	Kari Davis	Application	Password	Citrix ICA Client		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000336751	Douglas Benson	Application	Password	Novell GroupWise		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.02
INC000000336756	Codi White	Network	Password	IManager		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.21
INC000000336759	Jeanine Taylor	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000336763	Jenifer Valdez	Application	Error	None		TIR Missed:	No	TIR:	0.13
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.21
INC000000336767	Julia Kolovich	Application	Password	RSA SecurID Software Token		TIR Missed:	No	TIR:	0.31
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.31
INC000000336773	Mary Hyland	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.24
Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved		TTR Missed:	No	TTR:	1.29
INC000000336782	Jared Stafford	Telecom	Dial Tone	Telephone		TIR Missed:	No	TIR:	0.13
Voice/Data/WAN Services	Mike Johnson	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.20
INC000000336786	Craig Alder	Application	Password	Utah Master Directory		TIR Missed:	No	TIR:	0.49
Help Desk	Brenda Treadway	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.51
INC000000336802	Kari Davis	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro C Help Desk	Chuck Wilson	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000336813	Jason Clyde	Application	Error	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000336814	Stephanie Stuart	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.15
Metro D North Desktop Support	Ryan Casey	Human Services	Low	Resolved		TTR Missed:	Yes	TTR:	10.18
INC000000336827	Tom Sullivan	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.07
INC000000336828	Cindy Phillips	Application	Error	Microsoft Windows XP Professic	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.22
INC000000336842	Maria Hernandez	Application	None	BlueZone		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.00

Human Services

INC000000336844	Maria Hernandez	Application	None	BlueZone		TIR Missed: No	TIR: 0.01
	ORS Content Manager	Dan Barrett	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.58
INC000000336857	Jennifer Melcomian	Application	Password	Novell GroupWise		TIR Missed: No	TIR: 0.02
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	TTR: 1.31
INC000000336861	Andrea Curtis	Application	Password	RSA SecurID Software Token		TIR Missed: No	TIR: 0.90
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.95
INC000000336868	Kathy Davis	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.23
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.48
INC000000336874	Michele Garrick	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.03
INC000000336889	Cynthia Aposhian	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.02
INC000000336893	Kim Turner	Mainframe	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.02
INC000000336897	Amanda Hemingway	Application	None	SAFE		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000336904	Shelley Robinson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000336906	Julie Lail	Mainframe	Password	BlueZone		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000336911	Elsa Johnson	Network	Incident	None		TIR Missed: No	TIR: 0.12
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.19
INC000000336912	Jill Rainey	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.13
INC000000336914	Noela Karza	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.38
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.51
INC000000336915	Tausoa Snead	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.04
INC000000336916	Justina Flesher	None	None	None		TIR Missed: No	TIR: 0.13
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	TTR: 1.64
INC000000336922	Joalba Boyd	Application	Password	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.15
INC000000336930	Chris Morton	Mainframe	Password	BlueZone		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR: 0.00

Human Services

INC000000336935	Charlene Sansone	Application	Error	SAFE	TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000336938	Les Roberts	Application	Password	DB2 Query Management Facility	TIR Missed: No	TIR:	0.05
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.10
INC000000336941	David W Munson	None	None	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000336953	Rick Clements	None	None	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	TTR:	3.00
INC000000336966	Preston Freitas	None	None	None	TIR Missed: No	TIR:	0.73
	Operations Production Control	Lorraine Morgan	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.94
INC000000336975	Ron Mervis	Network	Error	None	TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000336980	Teena Scholte	Application	Password	PGP	TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000336984	Teena Scholte	Application	Password	PGP	TIR Missed: No	TIR:	0.04
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.37
INC000000336995	Tiffany Quintana	Application	Password	Office of Recovery Services Info	TIR Missed: No	TIR:	0.15
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.40
INC000000336997	Julianne Peterson	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.21
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.39
INC000000337004	Traci Petersen	Application	Password	Novell GroupWise	TIR Missed: No	TIR:	0.28
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.32
INC000000337013	Alisha Carlson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000337019	Christy Van Buskirk	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.13
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.17
INC000000337039	Tracey Sloan	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Michael Barth	Human Services	Low	Resolved	TTR Missed: Yes	TTR:	9.92
INC000000337043	Teresa Carr	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.06
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.15
INC000000337056	Casey Cole	Mainframe	Password	BlueZone	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000337057	Carolyn Barrett	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Jed Patrick	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Human Services

INC000000337063	Justina Flesher	None	None	None	TIR Missed: No	TIR:	0.22
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	1.51
INC000000337076	Lilyan Baker	Print/Copy/Scan/Fax	Queue	Microsoft Windows XP Professi	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.07
INC000000337086	Patricia Dexter	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000337093	DJ Hicks	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.15
Rural Central Desktop Support	Rod Montoya	Human Services	Low	Resolved	TTR Missed: Yes	TTR:	8.76
INC000000337097	John Ortiz	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.65
INC000000337113	Richard Schade	Application	None	eFIND/eSHARE	TIR Missed: No	TIR:	0.27
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.32
INC000000337114	Justina Flesher	Network	None	None	TIR Missed: No	TIR:	0.25
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.35
INC000000337122	Debra Jewkes	Telecom	Call Management	Telephone	TIR Missed: No	TIR:	0.07
Voice Operations	Annette Nielsen	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.29
INC000000337148	Wade Pierce	None	None	None	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Kathleen Gill	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000337162	Kym Wilson	Application	None	Citrix ICA Client	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000337183	John Ortiz	Application	None	PGP	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.43
INC000000337185	Tracy Seegmiller	Application	Error	None	TIR Missed: No	TIR:	0.46
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	5.59
INC000000337187	Carol Niehus	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.11
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.20
INC000000337194	Claire Mantonya	Mobile Devices	Error	BlackBerry Configuration	TIR Missed: No	TIR:	0.15
Application Services	Dustin Crump	Human Services	Low	Resolved	TTR Missed: No	TTR:	1.49
INC000000337196	Paula K Douglass	None	None	RSA SecurID Software Token	TIR Missed: No	TIR:	0.05
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.17
INC000000337205	Kristy Walker	None	None	None	TIR Missed: Yes	TIR:	1.80
Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	TTR:	2.37
INC000000337206	Brian Koralewski	None	None	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: Yes	TTR:	12.24

Human Services

INC000000337208	Brooke Ibanez	PC/Laptop	Hardware	None		TIR Missed:	Yes	TIR:	1.44
Rural Central Desktop Support	Rod Montoya	Human Services	Low	Resolved		TTR Missed:	No	TTR:	2.80
INC000000337217	Janet Froelich	Application	Error	BlueZone		TIR Missed:	No	TIR:	0.78
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed:	No	TTR:	1.10
INC000000337255	Roshena Hansen	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.41
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.43
INC000000337257	Wendy Thompson	Network	None	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.16
INC000000337280	Jody Rushton-Porter	Application	Error	None		TIR Missed:	No	TIR:	0.11
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.12
INC000000337288	Megan Porter	Mainframe	Password	BlueZone		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.02
INC000000337293	Heather Rondorf	Application	None	BlueZone		TIR Missed:	No	TIR:	0.02
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed:	No	TTR:	3.65
INC000000337296	Adam Park	Network	Error	State Payroll Time Entry System	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed:	No	TTR:	5.47
INC000000337309	Stacey Gleed	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000337311	Andrew Gonzales	Application	Error	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.04
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.10
INC000000337322	Craig S Webb	PC/Laptop	Password	None		TIR Missed:	Yes	TIR:	1.26
Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved		TTR Missed:	Yes	TTR:	12.29
INC000000337328	Scott Jacobson	Mainframe	Password	BlueZone		TIR Missed:	No	TIR:	0.00
Help Desk	Brenda Treadway	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000337366	Kawahinehelelani Toelupe	Application	Error	Utah Master Directory	TIR Missed:	No	TIR:	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000337381	Kasia Brill	Network	Incident	None		TIR Missed:	No	TIR:	0.22
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.26
INC000000337395	Donna Russell	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.22
Metro B Desktop Support	Anthony Booyse	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.33
INC000000337401	Angie Romero	Application	None	Content Manager		TIR Missed:	No	TIR:	0.07
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.24
INC000000337403	Trisha Glenn	Network	Password	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed:	No	TTR:	0.02

Human Services

INC000000337409	Natalie Holt	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.18
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.22
INC000000337412	Grant Tolley	Application	None	Internet Explorer		TIR Missed: No	TIR:	0.26
Metro B Desktop Support	Michael Barth	Human Services	Low	Resolved		TTR Missed: No	TTR:	4.80
INC000000337415	Stacey Gleed	Application	None	Adobe Reader		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.88
INC000000337416	Janice Oswald	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000337425	Brooke Ibanez	Application	Error	SAFE		TIR Missed: No	TIR:	0.72
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.96
INC000000337427	Lorry Ann Stufflebeam	Application	None	SAFE		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000337429	Chris Roach	Mobile Devices	Error	BlackBerry Configuration		TIR Missed: No	TIR:	0.16
Help Desk	Eileen Dubach	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.23
INC000000337433	Linda Prince	Application	Reporting	Unified Social Services Delivery		TIR Missed: No	TIR:	0.62
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	TTR:	1.00
INC000000337444	Susan Bowman	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.06
INC000000337455	Danette L Larsen	Mobile Devices	Error	Droid		TIR Missed: No	TIR:	0.16
Metro B Desktop Support	Michael Barth	Human Services	Low	Resolved		TTR Missed: Yes	TTR:	11.10
INC000000337457	Debbie Koew	Application	Password	Citrix ICA Client		TIR Missed: No	TIR:	0.07
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.16
INC000000337462	Shauna Iverson	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Metro C Help Desk	Chuck Wilson	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000337463	Lydia Velasquez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro D Help Desk	Doug Brown	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000337466	Kristy Barton	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Duane Hardy	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000337489	Nancy Beardall	None	None	Content Manager		TIR Missed: No	TIR:	0.10
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	TTR:	3.03
INC000000337499	Robert Spencer	None	None	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.20
INC000000337502	Senituli Penitani	None	None	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.69

Human Services

INC000000337505	Delayne Heinhold	Network	None	None		TIR Missed: No	TIR:	0.02
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000337506	Charlene Wilde	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000337509	Kelli Karpakis	Mainframe	Password	BlueZone		TIR Missed: No	TIR:	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000337510	Debora Wawro	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.08
INC000000337512	June Matuauto	None	None	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000337513	Delayne Heinhold	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000337518	Karen C Andersen	Mainframe	Error	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000337525	Susan Cleaver	Application	Reporting	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.18
INC000000337526	Jared Stafford	None	None	None		TIR Missed: No	TIR:	0.00
Metro D Help Desk		John Robinson	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000337531	Deborah Wilbur	Network	Virus	None		TIR Missed: No	TIR:	0.44
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.75
INC000000337534	Xavier Tisdol	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.29
INC000000337539	Hope Bytheway	Application	None	Novell Messenger		TIR Missed: No	TIR:	0.00
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.30
INC000000337557	Lori Boyce	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.35
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR:	3.02
INC000000337568	Charlene Wilde	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.25
INC000000337578	Brooke Ibanez	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Metro D Help Desk		John Robinson	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000337582	Sandra Sanduk	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.27
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.52
INC000000337597	Eric Jenkins	Application	Reporting	SAFE		TIR Missed: No	TIR:	0.33
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.42

Human Services

| INC000000337600 | Corrie Miera | Application | Error | Content Manager | TIR Missed: No | TIR: | 0.40 |
| | Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.91 |

| INC000000337603 | Christine Deary | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000337628 | Brian Olsen | Application | Error | Citrix ICA Client | TIR Missed: No | TIR: | 0.00 |
| | Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.05 |

| INC000000337631 | Kati Wheatley | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Operations Production Control | Christie Burnham | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000337639 | Paul Korth | Application | Error | Novell GroupWise | TIR Missed: No | TIR: | 0.47 |
| | Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.53 |

| INC000000337650 | Jill Walker | Network | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.32 |

| INC000000337653 | Adrianna Pahulu | Application | None | SAFE | TIR Missed: No | TIR: | 0.36 |
| | Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.98 |

| INC000000337658 | Sandra Sanduk | Application | Error | Adobe Flash | TIR Missed: No | TIR: | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.06 |

| INC000000337659 | Sharon Timmons | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000337667 | Christy Van Buskirk | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 0.27 |
| | Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.36 |

| INC000000337670 | Lisa Martinez | Billing | None | None | TIR Missed: No | TIR: | 0.09 |
| | Billing | Sara Huff | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.25 |

| INC000000337671 | Linda Wininger | Application | Password | Microsoft Office | TIR Missed: No | TIR: | 0.45 |
| | Metro B Desktop Support | Bill Crowther | Human Services | Low | Resolved | TTR Missed: No | TTR: | 3.69 |

| INC000000337672 | Jackie Southwick | None | None | None | TIR Missed: No | TIR: | 0.99 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | TTR: | 1.18 |

| INC000000337683 | Janis Widdison | Application | Error | Novell GroupWise | TIR Missed: No | TIR: | 0.64 |
| | Metro D North Desktop Support | Lori Hartzell | Human Services | Low | Resolved | TTR Missed: Yes | TTR: | 7.48 |

| INC000000337694 | Arthur Hobbs | Application | Error | None | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Jay Barfuss | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.05 |

| INC000000337712 | Becky Crosby | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000337715 | Jeri Boyle | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Operations Production Control | Christie Burnham | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

Human Services

Incident	Name	Category	Type	Item			TIR Missed		TIR
INC000000337717	Jeri Boyle	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000337726	Joshua Neal	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000337727	Carolyn Barrett	Application	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.82
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.88
INC000000337739	Peggy Thacker	Mainframe	Password	BlueZone			TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000337741	Justina Flesher	Network	Incident	Novell ConsoleOne			TIR Missed: No	TIR:	0.25
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	TTR:	1.82
INC000000337744	Vickie Nelson	Application	Error	Microsoft Access			TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000337756	Sandra Sanduk	None	None	Content Manager			TIR Missed: No	TIR:	0.89
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved		TTR Missed: No	TTR:	3.98
INC000000337778	Leticia Dardon	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	TIR:	0.05
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.05
INC000000337785	Michele Garrick	Mainframe	Error	BlueZone			TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.10
INC000000337787	Melanie Reynolds	Application	Error	Content Manager			TIR Missed: No	TIR:	0.17
	Application Support	Justin Rasmussen	Human Services	Low	Resolved		TTR Missed: No	TTR:	1.71
INC000000337788	Nathan Nielsen	Network	Error	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.64
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.92
INC000000337798	Shannon M Alvey	Wireless Connectivity	Error	None			TIR Missed: Yes	TIR:	3.21
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Resolved		TTR Missed: No	TTR:	3.42
INC000000337799	Karla Sedillo	Application	Error	SAFE			TIR Missed: No	TIR:	0.84
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed: No	TTR:	1.07
INC000000337816	Julie Craner	None	None	Office of Recovery Services Infc			TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000337818	Linda Manning	None	None	Microsoft Windows Operating S			TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Human Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000337838	Denise Sullivan	Mainframe	Error	None			TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.02
INC000000337839	Justin Robb	Application	Error	SAFE			TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.12

Human Services

INC000000337840	Mavis Stevenson	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
Metro D North Desktop Support		Ruston McKay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000337842	Joshua Whitesides	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
Metro D North Desktop Support		Ruston McKay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000337847	Debbie Hyden	None	None	None		TIR Missed:	No	TIR:	0.00
Metro D North Desktop Support		Ruston McKay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000337848	Maria Catalini	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
Metro D North Desktop Support		Ruston McKay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000337850	Keith Brown	None	None	None		TIR Missed:	No	TIR:	0.00
Metro D North Desktop Support		Ruston McKay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000337851	David Fast	None	None	Citrix ICA Client		TIR Missed:	No	TIR:	0.00
Metro D North Desktop Support		Ruston McKay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000337854	Kerry Hansen	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Metro D North Desktop Support		Ruston McKay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000337857	Julie Williams	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
Metro D North Desktop Support		Ruston McKay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000337872	Danielle Blauer	Mobile Devices	Error	Droid		TIR Missed:	No	TIR:	0.12
Help Desk		Sarah Johnson	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.42
INC000000337889	Kristan Hernandez	Mainframe	Password	BlueZone		TIR Missed:	No	TIR:	0.00
Help Desk		Brenda Treadway	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000337897	John Ortiz	Network	Performance	None		TIR Missed:	Yes	TIR:	3.00
Rural Central Desktop Support		Ron LeBaron	Human Services	Low	Resolved	TTR Missed:	No	TTR:	3.15
INC000000337899	Kathleen Fife	Application	Password	DB2 Query Management Facility		TIR Missed:	No	TIR:	0.04
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.13
INC000000337908	Linda Martinez	Application	Password	PGP		TIR Missed:	No	TIR:	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.11
INC000000337909	Terry Anderson	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.12
Metro B Desktop Support		Annice Valdez	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.50
INC000000337927	Jared Stafford	Telecom	Voice Mail	None		TIR Missed:	No	TIR:	0.17
Voice Operations		Annette Nielsen	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.24
INC000000337933	Scott Gerber	Application	Password	Utah Master Directory		TIR Missed:	No	TIR:	0.21
Help Desk		Eileen Dubach	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.21
INC000000337950	Kasia Brill	Network	Incident	None		TIR Missed:	No	TIR:	0.99
Metro B Desktop Support		Cindy Reed	Human Services	Low	Resolved	TTR Missed:	Yes	TTR:	6.20

Human Services

INC000000337953	Ashley Hasler	None	None	None		TIR Missed: No	TIR:	0.35
	Metro D North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	TTR:	5.24
INC000000337959	Carrie Worthen	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.20
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.46
INC000000337967	Carrie Worthen	None	None	None		TIR Missed: No	TIR:	0.34
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.34
INC000000337974	Calleen Chivers	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000337976	Veronica Kasprzak	Application	None	Action Request System		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000337981	Mandy Heard	Network	Error	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.01
INC000000338003	Sharon Curiel	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR:	1.75
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	TTR:	2.35
INC000000338008	Travis F Sorenson	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000338015	Jeni Mowery	Application	Password	Citrix ICA Client		TIR Missed: No	TIR:	0.40
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.54
INC000000338019	Jared Stafford	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000338020	Clarissa Blackmer	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000338024	Janet Culpepper	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000338033	Laura Garrard	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.92
	Voice Operations	Lois Schow	Human Services	Low	Resolved	TTR Missed: No	TTR:	1.04
INC000000338042	Justina Flesher	None	None	None		TIR Missed: No	TIR:	0.00
	Metro B Hosting	Justin Rasmussen	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000338044	Kathie Thomas	Telecom	Hardware	None		TIR Missed: No	TIR:	0.98
	Voice/Data/WAN Services	Art Scott	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.98
INC000000338049	Shauna Iverson	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro C Help Desk	Chuck Wilson	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000338057	Paul Gehrke	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Human Services

INC000000338067	Denise Fairbourn	None	None	None		TIR Missed: No	TIR:	0.00
Application Support	Justin Rasmussen	Human Services	Low	Resolved		TTR Missed: No	TTR:	3.07
INC000000338073	Tamara Bates	None	None	Unified Social Services Delivery		TIR Missed: No	TIR:	0.12
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.19
INC000000338084	Karrie Palmer	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.44
Help Desk	Brenda Treadway	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.65
INC000000338102	Darcee Blickfeldt	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.08
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.10
INC000000338103	Gretchen Howell	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	TIR:	0.38
Voice Operations	Annette Nielsen	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.45
INC000000338105	Georgeia Wood	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	TIR:	0.03
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved		TTR Missed: Yes	TTR:	16.85
INC000000338106	Becky Crosby	Network	Error	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.02
INC000000338108	Debbie Koew	Application	Error	Microsoft Excel		TIR Missed: No	TIR:	0.15
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.29
INC000000338114	Karrie Palmer	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.13
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.28
INC000000338117	Vanessa Jarrell	Network	None	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.27
INC000000338130	Noela Karza	None	None	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000338134	Jana Gierisch	None	None	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000338141	Lois Dettenmaier	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.23
Voice Operations	Annette Nielsen	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.32
INC000000338177	Stacie Pohahau	None	None	Office of Recovery Services Info		TIR Missed: No	TIR:	0.18
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.47
INC000000338179	Debra Jewkes	Application	None	BlueZone		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.14
INC000000338188	Ioane Siaosi	Network	Password	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.02
INC000000338195	Whitney Dietlein	Application	Reporting	Novell Messenger		TIR Missed: No	TIR:	0.07
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.28

Human Services

INC000000338196	Diane Bradford	Application	Error	SAFE		TIR Missed: No	TIR:	0.51
Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No	TTR:	5.45
INC000000338198	Joan Charter	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000338211	Craig Walters	Application	Error	Adobe Acrobat		TIR Missed: No	TIR:	0.45
Metro B Desktop Support	Tom Hanson	Human Services		Low	Resolved	TTR Missed: No	TTR:	5.97
INC000000338263	Tom Sullivan	Network	Performance	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No	TTR:	4.18
INC000000338273	Jill Richan	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Troy Morris	Human Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000e338286	Arnell Wamsley	Application	None	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000338299	Justina Flesher	Application	None	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Annice Valdez	Human Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000338307	Scott Olsen	Application	Error	BlueZone		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000338329	Jared Stafford	Mobile Devices	None	None		TIR Missed: No	TIR:	0.20
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	TTR:	0.77
INC000000338331	Vicky Ford	None	None	None		TIR Missed: No	TIR:	0.48
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	TTR:	0.49
INC000000338342	Lori Holmes	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.62
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	TTR:	0.73
INC000000338344	Mary Ferrell	Network	Error	None		TIR Missed: No	TIR:	0.70
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	TTR:	0.81
INC000000338345	Robert Spencer	Network	Incident	None		TIR Missed: No	TIR:	0.06
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	TTR:	0.06
INC000000338355	Alease Guymon	Network	None	None		TIR Missed: No	TIR:	0.61
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	TTR:	0.73
INC000000338358	Shirley Bleazard	Mainframe	Password	BlueZone		TIR Missed: No	TIR:	0.48
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	TTR:	1.27
INC000000338361	Mary Caputo	None	None	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000338374	Charie Wilkinson	None	None	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	TTR:	0.01

Human Services

INC000000338376	Jeanine Taylor	Application	None	ZENworks for Desktops	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.21
INC000000338384	Corrie Miera	None	None	None	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000338389	Sheryl St Clair	None	None	None	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000338404	Mary Hyland	None	None	None	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000338419	Stacey Boyd	Network	Performance	None	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed:	No	TTR:	2.54
INC000000338420	Linda Bassett	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro D North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.34
INC000000338428	Keri Allen	Application	Password	None	TIR Missed:	No	TIR:	0.08
Metro B Desktop Support	Michael Barth	Human Services	Low	Resolved	TTR Missed:	No	TTR:	2.67
INC000000338432	Elaine Maltby	PC/Laptop	Password	None	TIR Missed:	Yes	TIR:	1.11
Metro B Desktop Support	Bill Crowther	Human Services	Low	Resolved	TTR Missed:	No	TTR:	1.82
INC000000338437	Laura Roe	Application	Error	ZENworks for Desktops	TIR Missed:	No	TIR:	0.20
Metro D North Desktop Support	Neil Smedley	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.20
INC000000338444	Stephanie Davidson	Network	None	None	TIR Missed:	No	TIR:	0.61
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.71
INC000000338445	Eric Jenkins	Application	Error	Novell Client for 32-bit Windows	TIR Missed:	Yes	TIR:	1.22
Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed:	No	TTR:	1.22
INC000000338455	Paula Wing	None	None	None	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.29
INC000000338461	Robert Jowett	Network	Performance	None	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.24
INC000000338468	Trisha Glenn	Network	Performance	None	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.26
INC000000338478	Kimberly Mack	Network	Performance	None	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.44
INC000000338490	Mack McDonald	Application	Error	Microsoft Word	TIR Missed:	No	TIR:	0.68
Metro B Desktop Support	Bill Crowther	Human Services	Low	Resolved	TTR Missed:	No	TTR:	2.21
INC000000338494	Misty Fielding	Application	None	Internet Explorer	TIR Missed:	No	TIR:	0.30
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.57

Human Services

INC000000338501	Nicci Niman	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.50
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.56
INC000000338532	Kimberly Mack	PC/Laptop	Performance	Novell Client for 32-bit Windows	TIR Missed:	Yes	TIR:	3.41
Metro B Desktop Support	Torri Randa	Human Services	Low	Resolved	TTR Missed:	No	TTR:	3.45
INC000000338538	Shelly Park	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	TIR:	0.19
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.21
INC000000338539	Liz Wing	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.17
INC000000338541	Tracey Sloan	Network	Error	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.20
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.27
INC000000338552	Gerry Berge	Network	Error	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000338556	Lisa Bruno	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	TIR:	0.09
Metro A Desktop Support	Mike Wilde	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.82
INC000000338561	Shelly Park	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	TIR:	0.08
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.08
INC000000338566	Michele Garrick	PC/Laptop	Performance	None	TIR Missed:	No	TIR:	0.00
Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000338570	Christian Brown	None	None	None	TIR Missed:	No	TIR:	0.00
Metro C Help Desk	Diane Christensen	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000338589	Linda Boyd-Melancon	None	None	None	TIR Missed:	No	TIR:	0.00
Metro D Help Desk	Doug Brown	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000338590	Lawrence Weatherford	Telecom	Voice Mail	None	TIR Missed:	No	TIR:	0.10
Voice Operations	Romanza Hamblin	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.23
INC000000338593	Ella Lopez	Application	None	BlueZone	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.07
INC000000338596	Jill McAfee	Mainframe	Error	BlueZone	TIR Missed:	No	TIR:	0.00
Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000338615	Kathy Wilcox	Network	Error	None	TIR Missed:	No	TIR:	0.21
Metro B Help Desk	Gary Graham	Human Services	High	Resolved	TTR Missed:	No	TTR:	0.29
INC000000338633	Linda Martinez	None	None	None	TIR Missed:	No	TIR:	0.21
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.44
INC000000338637	April Conti	Application	Error	BlueZone	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	TTR:	0.00

Human Services

| INC000000338639 | Deanne Evans | Network | Performance | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.04 |

| INC000000338642 | Eliana Downing | Mobile Devices | None | None | TIR Missed: No | TIR: | 0.00 |
| | Help Desk | Vicky Marrelli | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000338646 | Keith Davis | Application | None | Microsoft Office Professional 20 | TIR Missed: No | TIR: | 0.05 |
| | Metro B Desktop Support | Cindy Reed | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.28 |

| INC000000338675 | Sheryl Frost | Application | None | RSA SecurID Software Token | TIR Missed: No | TIR: | 0.00 |
| | Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.11 |

| INC000000338685 | Calleen Chivers | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| | Metro C Help Desk | Chuck Wilson | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000338698 | Cynthia Johnson | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro D Help Desk | Doug Brown | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000338706 | Christina Humpherys | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| | Metro C Help Desk | Chuck Wilson | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000338716 | Cristy Davis | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| | Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.05 |

| INC000000338719 | Kasia Brill | Application | Error | Novell GroupWise | TIR Missed: No | TIR: | 0.21 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.42 |

| INC000000338723 | Leticia Dardon | Print/Copy/Scan/Fax | Error Code | None | TIR Missed: No | TIR: | 0.04 |
| | Metro B Desktop Support | Annice Valdez | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.13 |

| INC000000338725 | Chris Morton | Network | Incident | None | TIR Missed: No | TIR: | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000338743 | Kris Hansen | Application | Error | None | TIR Missed: No | TIR: | 0.48 |
| | Metro C Help Desk | Chuck Wilson | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.65 |

| INC000000338748 | Kathleen Fulton | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.12 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Resolved | TTR Missed: No | TTR: | 5.63 |

| INC000000338774 | Pam Nacario | Network | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000338779 | Anna Reposa | Network | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000338786 | Les Roberts | EIS Hardware | None | None | TIR Missed: No | TIR: | 0.22 |
| | Strategic Communications | Luis Larios | Human Services | Low | Resolved | TTR Missed: No | TTR: | 2.26 |

| INC000000338808 | Kathryn Draper | Network | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

Human Services

Incident	Name	Category	Type	System		TIR Missed		TIR
INC000000338810	Danielle White	Network	None	None		TIR Missed: No	TIR:	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000338821	Suzanne O'Connell	Application	Error	Office of Recovery Services Info		TIR Missed: No	TIR:	0.15
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.55
INC000000338826	Stephen Arnold	Network	None	None		TIR Missed: No	TIR:	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000338834	Stacey Boyd	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.42
	Voice Operations	Romanza Hamblin	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.42
INC000000338838	Charlene Wilde	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.02
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	1.89
INC000000338852	Gaye Bluemel	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000338869	Gaye Bluemel	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000338873	Gaye Bluemel	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000338883	Jann Nishimoto	Telecom	Feature	Telephone		TIR Missed: No	TIR:	0.00
	Voice Operations	Julie Sabato	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.35
INC000000338893	Jennifer Peters	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.11
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.18
INC000000338917	Jared Stafford	Network	Incident	None		TIR Missed: No	TIR:	0.26
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.33
INC000000338937	Carrie Worthen	Network	Error	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.06
INC000000338940	Eva Clarke	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: Yes	TIR:	1.86
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	TTR:	2.42
INC000000338978	Bernie Pacheco	Application	Reporting	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.13
INC000000338993	Jil Tooker	Application	Password	Citrix ICA Client		TIR Missed: No	TIR:	0.10
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.37
INC000000338995	Danette L Larsen	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000338997	Tiffany Quintana	PC/Laptop	Password	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Kim Ratushniak	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Human Services

| INC000000339002 | Jericho Avery | Application | Error | Utah Master Directory | TIR Missed: No | TIR: | 0.00 |
| | Help Desk | Vicky Marrelli | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000339018 | Jericho Avery | Application | Reporting | Novell Messenger | TIR Missed: No | TIR: | 0.00 |
| | Help Desk | Vicky Marrelli | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000339038 | Brandee Nuzman | Network | Incident | Novell ConsoleOne | TIR Missed: No | TIR: | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.14 |

| INC000000339049 | Liz Gonzalez | Application | Error | RSA SecurID Software Token | TIR Missed: No | TIR: | 0.00 |
| | Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.03 |

| INC000000339084 | Terry Anderson | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| | Help Desk | Brenda Treadway | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000339092 | Leslee Butterfield | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| | Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.02 |

| INC000000339093 | Chris Morton | Network | Error | None | TIR Missed: No | TIR: | 0.00 |
| | Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.13 |

| INC000000339103 | Alan K Misbach | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Help Desk | Vicky Marrelli | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000339106 | Jeness Woodard | Application | None | SAFE | TIR Missed: No | TIR: | 0.00 |
| | Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.03 |

| INC000000339122 | Julianne Peterson | Network | Incident | None | TIR Missed: No | TIR: | 0.20 |
| | Metro B Desktop Support | Cindy Reed | Human Services | Low | Resolved | TTR Missed: Yes | TTR: | 8.91 |

| INC000000339141 | Susan Johnson | Mainframe | Password | BlueZone | TIR Missed: No | TIR: | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000339151 | Paul Gehrke | PC/Laptop | Performance | None | TIR Missed: No | TIR: | 0.01 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Resolved | TTR Missed: Yes | TTR: | 6.52 |

| INC000000339181 | Erin H Stephens | Application | Reporting | None | TIR Missed: No | TIR: | 0.15 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.54 |

| INC000000339186 | Mark Smith | None | None | None | TIR Missed: No | TIR: | 0.74 |
| | Capitol Hosting | Joe Benson | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.74 |

| INC000000339191 | Jill M Hill | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000339196 | Tom Sitake | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000339200 | Steve Hillabrant | Application | None | Microsoft Office | TIR Missed: No | TIR: | 0.58 |
| | Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Resolved | TTR Missed: No | TTR: | 0.61 |

Human Services

INC000000339205	Arlene Call	Application	Reporting	DB2 Query Management Facility	TIR Missed: No	TIR: 0.45
Metro B Desktop Support	Jay Locker	Human Services		Low	Resolved	TTR Missed: No	TTR: 0.81

INC000000339228	Cara Shupe-Ross	Mainframe	Password	None	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	TTR: 0.00

| INC000000339236 | Helene Lonick | Application | None | Novell GroupWise | TIR Missed: No | TIR: 0.32 |
| Metro B Help Desk | Gary Graham | Human Services | | Low | Resolved | TTR Missed: No | TTR: 0.36 |

| INC000000339241 | Alice Farnsworth | PC/Laptop | None | None | TIR Missed: No | TIR: 0.31 |
| Metro A Desktop Support | Mike Wilde | Human Services | | Low | Resolved | TTR Missed: No | TTR: 1.13 |

| INC000000339258 | Lisa St Louis | Application | Error | Utah Performance Management | TIR Missed: No | TIR: 0.75 |
| Metro B Desktop Support | Michael Barth | Human Services | | Low | Resolved | TTR Missed: No | TTR: 0.75 |

| INC000000339261 | Guy Thompson | Network | Incident | None | TIR Missed: No | TIR: 0.00 |
| Rural Central Desktop Support | John Donaldson | Human Services | | Low | Resolved | TTR Missed: No | TTR: 0.00 |

| INC000000339264 | Chris Wride | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: 0.00 |
| Help Desk | Eileen Dubach | Human Services | | Low | Resolved | TTR Missed: No | TTR: 0.00 |

| INC000000339271 | Marc Anson | None | None | None | TIR Missed: No | TIR: 0.00 |
| Metro D North Desktop Support | Lori Hartzell | Human Services | | Low | Resolved | TTR Missed: No | TTR: 0.00 |

| INC000000339272 | Tracy Seegmiller | None | None | None | TIR Missed: No | TIR: 0.00 |
| Rural Central Desktop Support | Ron LeBaron | Human Services | | Low | Resolved | TTR Missed: No | TTR: 0.85 |

| INC000000339274 | Holly Martinez | Application | Password | None | TIR Missed: No | TIR: 0.00 |
| Rural Central Desktop Support | John Donaldson | Human Services | | Low | Resolved | TTR Missed: No | TTR: 0.00 |

| INC000000339276 | Tamra Johnson | Network | Incident | None | TIR Missed: No | TIR: 0.00 |
| Rural South Desktop Support | Lance Nay | Human Services | | Low | Resolved | TTR Missed: No | TTR: 0.00 |

| INC000000339278 | Josette Harding | PC/Laptop | Performance | None | TIR Missed: No | TIR: 0.00 |
| Rural Central Desktop Support | John Donaldson | Human Services | | Low | Resolved | TTR Missed: No | TTR: 0.00 |

| INC000000339279 | Eddie Green | None | None | None | TIR Missed: No | TIR: 0.00 |
| Metro D North Desktop Support | Lori Hartzell | Human Services | | Low | Resolved | TTR Missed: No | TTR: 0.00 |

| INC000000339281 | Jenny M Wright | None | None | None | TIR Missed: No | TIR: 0.00 |
| Metro D North Desktop Support | Lori Hartzell | Human Services | | Low | Resolved | TTR Missed: No | TTR: 0.00 |

| INC000000339282 | Jackie Southwick | None | None | None | TIR Missed: No | TIR: 0.00 |
| Metro D North Desktop Support | Lori Hartzell | Human Services | | Low | Resolved | TTR Missed: No | TTR: 0.00 |

| INC000000339306 | Andre Carter | None | None | None | TIR Missed: No | TIR: 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | | Low | Resolved | TTR Missed: No | TTR: 0.00 |

| INC000000339312 | Patricia Davis | None | None | None | TIR Missed: No | TIR: 0.00 |
| Metro B Help Desk | Janet Hongsyvilay | Human Services | | Low | Resolved | TTR Missed: No | TTR: 0.00 |

Human Services

INC000000339313	Chris Wride	None	None	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000339314	Toni Davis	Application	Reporting	BlueZone		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000339318	Tausoa Snead	Application	Reporting	BlueZone		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000339323	Angela Schmith	Mainframe	Error	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000339341	Fanu Ulugalu	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.16
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.80
INC000000339345	Rebecca Mullan	None	None	Office of Recovery Services Info		TIR Missed: No	TIR:	0.12
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.20
INC000000339360	Erin H Stephens	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000339367	Mary Burgener	None	None	Internet Explorer		TIR Missed: No	TIR:	0.39
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved		TTR Missed: No	TTR:	2.38
INC000000339371	Justina Flesher	None	None	None		TIR Missed: No	TIR:	0.07
Operations Production Control	Lorraine Morgan	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.24
INC000000339384	Mary Hyland	Application	None	BlueZone		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.12
INC000000339395	Marina Sanchez	Application	None	BlueZone		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000339405	Joann Murphy	None	None	BlueZone		TIR Missed: No	TIR:	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000339412	Betty Anderson	Application	Password	Novell Messenger		TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.18
INC000000339416	Karen C Andersen	Application	Reporting	BlueZone		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.02
INC000000339420	Vicky Turner	Telecom	Feature	Telephone		TIR Missed: No	TIR:	0.11
Voice Operations	Romanza Hamblin	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.11
INC000000339436	Nickie Stocks	Application	Password	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
Metro D Help Desk	Doug Brown	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000339440	Rebecca Larsen	Application	None	Action Request System		TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway	Human Services	Medium	Resolved		TTR Missed: No	TTR:	0.00

Human Services

| INC000000339457 | Nedra White | Application | Password | None | TIR Missed: No | TIR: 0.13 |
| Metro B Desktop Support | Annice Valdez | Human Services | Low | Resolved | TTR Missed: No | TTR: 1.03 |

| INC000000339468 | Stephanie Rentmeister | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |

| INC000000339488 | Julie Mortensen | Application | None | Remedy Incident Management | TIR Missed: No | TIR: 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |

| INC000000339519 | Tammy Petrowski | None | None | None | TIR Missed: No | TIR: 0.00 |
| Metro D North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |

| INC000000339522 | Deborah Sirles | Application | Password | BlueZone | TIR Missed: No | TIR: 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | TTR: 0.09 |

| INC000000339529 | Xavier Tisdol | Network | Incident | Novell ConsoleOne | TIR Missed: No | TIR: 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | TTR: 0.26 |

| INC000000339530 | Suzanne O'Connell | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: 0.00 |
| Metro D North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |

| INC000000339535 | Tiffany Quintana | None | None | Novell Client for 32-bit Windows | TIR Missed: No | TIR: 0.00 |
| Metro D North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: No | TTR: 3.21 |

| INC000000339547 | Judy Hafen | Application | Error | None | TIR Missed: No | TIR: 0.11 |
| Metro A Help Desk | Cindy Schroeder | Human Services | Low | Resolved | TTR Missed: No | TTR: 0.19 |

| INC000000339552 | Mavis Stevenson | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: 0.00 |
| Metro D North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |

| INC000000339554 | John Thompson | None | None | None | TIR Missed: No | TIR: 0.00 |
| Metro D North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: No | TTR: 0.00 |

| INC000000339563 | Lamont Felt | PC/Laptop | None | None | TIR Missed: Yes | TIR: 2.30 |
| Rural Central Desktop Support | Ron LeBaron | Human Services | Low | Resolved | TTR Missed: No | TTR: 2.30 |

| INC000000339569 | Cherri Martinez | PC/Laptop | Hardware | None | TIR Missed: No | TIR: 0.06 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | TTR: 0.42 |

| INC000000339577 | Pam Lee | None | None | None | TIR Missed: No | TIR: 0.00 |
| Application Support | Justin Rasmussen | Human Services | Low | Resolved | TTR Missed: No | TTR: 4.18 |

| INC000000339579 | Terri Dixon | Application | Error | BlueZone | TIR Missed: No | TIR: 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | TTR: 0.02 |

| INC000000339595 | Linda Martinez | None | None | None | TIR Missed: No | TIR: 0.00 |
| Metro B Desktop Support | Annice Valdez | Human Services | Low | Resolved | TTR Missed: No | TTR: 0.64 |

| INC000000339605 | Laura Roe | Application | Error | ZENworks for Desktops | TIR Missed: Yes | TIR: 3.60 |
| Metro D North Desktop Support | Ryan Casey | Human Services | Low | Resolved | TTR Missed: No | TTR: 3.60 |

Human Services

INC000000339628	Kara Roberts	Network	Performance	None			TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000339638	Terri Sawyer	None	None	None			TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000339653	Ashlee VanAllen	Print/Copy/Scan/Fax	None	None			TIR Missed: Yes	TIR:	1.06
	Metro C Desktop Support	Ed Radke	Human Services	Low	Resolved		TTR Missed: No	TTR:	1.64
INC000000339658	Ronda Amacher	Network	Performance	None			TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000339662	Cheryl Dubach	Application	Reporting	None			TIR Missed: No	TIR:	0.07
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.26
INC000000339667	Susan Musser	EIS Hardware	Printer	None			TIR Missed: No	TIR:	0.26
	Strategic Communications	Dennis Rogers	Human Services	Low	Resolved		TTR Missed: No	TTR:	3.74
INC000000339675	Gaye A Holt	Application	Error	None			TIR Missed: No	TIR:	0.13
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.70
INC000000339686	Lyn Frechem	PC/Laptop	Performance	None			TIR Missed: No	TIR:	0.09
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.46
INC000000339690	Kevin Moore	Telecom	Voice Mail	Telephone			TIR Missed: No	TIR:	0.36
	Voice Operations	Romanza Hamblin	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.93
INC000000339706	Glen C Ames	None	None	None			TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000339710	Shawna Peterson	None	None	None			TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000339711	Verna Sorenson	Application	None	None			TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000339716	Lisa Hood	PC/Laptop	Performance	None			TIR Missed: No	TIR:	0.21
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.35
INC000000339723	Trina Dickinson	Application	None	None			TIR Missed: Yes	TIR:	1.93
	Metro B Desktop Support	Michael Barth	Human Services	Low	Resolved		TTR Missed: No	TTR:	1.93
INC000000339733	Kevin Kilburn	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Jed Patrick	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000339745	Jackie Languet	Network	None	None			TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.02
INC000000339754	Cyndi Cox	Application	None	Content Manager			TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	TTR:	1.55

Human Services

INC000000339763	Kari Smith	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000339767	Krystal Walker	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000339783	Teresa Carr	Application	Password	PGP		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000339811	Cristy Davis	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000339821	Paula May	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	TIR:	0.15
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.46
INC000000339845	Jennifer Jamalkowski	Network	Error	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000339865	Toni Davis	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000339871	Justina Flesher	None	None	None		TIR Missed: No	TIR:	0.58
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.63
INC000000339877	Jericho Avery	Application	Password	None		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000339879	Taylor Horn	Network	Error	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000339886	Terry Anderson	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000339889	Ronald Tollefson	Application	Error	Microsoft Office XP Professiona		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.73
INC000000339899	Susan Llewellyn	Network	Incident	None		TIR Missed: No	TIR:	0.51
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.64
INC000000339925	Jeanine Taylor	None	None	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.08
INC000000339932	Beverly Hart	Application	Password	Citrix ICA Client		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000339936	Curtis Downing	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000339940	Patricia Hartzell	Application	None	Citrix ICA Client		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	TTR:	0.04

Human Services

INC000000339953	Terry Anderson	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Metro D Help Desk	Doug Brown	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000339963	Robbie Adams	Application	Reporting	SAFE		TIR Missed: No	TIR:	0.21
Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Resolved		TTR Missed: No	TTR:	1.04
INC000000339978	Diane Perez	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro D Help Desk	Doug Brown	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000339979	Chrissy Romo	Application	Reporting	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.48
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.53
INC000000339997	Jamie Garner	Application	None	None		TIR Missed: No	TIR:	0.00
Metro C Help Desk	Cindy Romrell	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000339998	Jessica Kollman	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.01
INC000000340003	Jacob Pierce	PC/Laptop	None	ZENworks for Desktops		TIR Missed: No	TIR:	0.15
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved		TTR Missed: No	TTR:	1.32
INC000000340012	Karla Sedillo	Application	Error	SAFE		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000340013	Scott Roudabush	Network	Incident	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000340014	Monica Hernandez	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro D Help Desk	Doug Brown	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000340015	Lee Kampman	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000340019	Spencer Hall	Application	SSL Certificate	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000340030	Les Carter	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro D Help Desk	Doug Brown	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000340032	April Conti	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000340034	Juana Johnson	Network	Performance	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000340040	Josette Harding	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved		TTR Missed: No	TTR:	0.00